PUP6 21世纪全国高职高专旅游系列规划教材

民航服务英语口语实务

主编 杨海英



赠送 电子课件 www.pup6.com

北京大学出版社
PEKING UNIVERSITY PRESS

说　明

本书版权属于北京大学出版社有限公司。版权所有，侵权必究。

本书电子版仅提供给高校任课教师使用，如有任课教师需要本书课件或其他相关教学资料，请联系北京大学出版社客服，微信手机同号：15600139606，扫下面二维码可直接联系。

由于教材版权所限，仅限任课教师索取，谢谢！



21 世纪全国高职高专旅游系列规划教材

民航服务英语口语实务

主　编　杨海英

北京大学出版社版权所有
禁止转载



内 容 简 介

英语作为国际航空运输业的通用语言，是航空服务人员必须掌握的工作工具。本书根据高校学生的学习特点和语言学习规律，结合岗位需求进行内容的选取和编排。本书既可作为大中院校相关专业学生的教科书和参考书，也可用于航空公司员工的英语培训。

图书在版编目(CIP)数据

民航服务英语口语实务/杨海英主编. —北京：北京大学出版社，2018.4
（21世纪全国高职高专旅游系列规划教材）
ISBN 978-7-301-29104-7

Ⅰ. ①民…　Ⅱ. ①杨…　Ⅲ. ①民用航空—英语—口语—高等职业教育—教材　Ⅳ. ①F560.9

中国版本图书馆CIP数据核字（2017）第328882号

书　　名　民航服务英语口语实务
MINHANG FUWU YINGYU KOUYU SHIWU
著作责任者　杨海英　主编
策划编辑　刘国明
责任编辑　翟　源
标准书号　ISBN 978-7-301-29104-7
出版发行　北京大学出版社
地　　址　北京市海淀区成府路205号　100871
网　　址　http://www.pup.cn　新浪微博：@北京大学出版社
电子信箱　pup_6@163.com
电　　话　邮购部62752015　发行部62750672　编辑部62750667
印 刷 者
经 销 者　新华书店
787毫米×1092毫米　16开本　11印张　255千字
2018年4月第1版　2018年4月第1次印刷
定　　价　30.00元

未经许可，不得以任何方式复制或抄袭本书之部分或全部内容。
版权所有，侵权必究
举报电话：010-62752024　电子信箱：fd@pup.pku.edu.cn
图书如有印装质量问题，请与出版部联系，电话：010-62756370

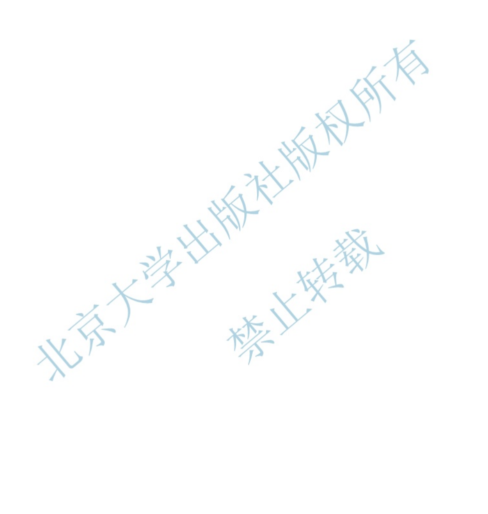
北京大学出版社版权所有
禁止转载

北京大学出版社版权所有
禁止转载

目　　录

北京大学出版社版权所有
禁止转载

北京大学出版社版权所有 禁止转载


北京大学出版社版权所有
禁止转载

北京大学出版社版权所有
禁止转载



Ticket Service

Knowledge Frame

Inquiry(咨询)——Reservation(预订)——Confirmation the reservation(确认)
——Rescheduling the flight(变更)
——Refunding the ticket(退票)

北京大学出版社版权所有
禁止转载



Lead-in

Look at the picture, what kind of information can you find?

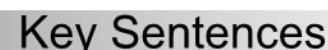


北京大学出版社版权所有 禁止转载

Warming Exercises

Read and translate the following expressions. Could you add more?

- Ticket office
- Asking for information
- Flight ticket reservation
- Making a reservation
- One/single-way ticket
- Round-trip ticket
- Confirming a reservation
- Time of departure
- Regular flight
- Flight number
- Missing one's flight
- Business class
- Take off



Key Sentences

A. Functional Sentence Patterns

1. Would you like… 您想要……？

例句：Would you like a single ticket or round-trip ticket?
　　　您想要单程票还是往返票？
　　　Would you like a window seat or aisle seat?
　　　您想要靠窗户的座位还是靠通道的座位？

2. Shall I… 我可以……？

例句：Shall I have your name, sir?
　　　先生，请问您的姓名？
　　　Shall I book a flight ticket on Sunday for you, madam?
　　　女士，给您订一张周日的机票，可以吗？

3. Just a moment, I will… 请稍等，让我……

例句：Just a moment, I will check it for you.
　　　请稍等，我帮您查一下。
　　　A moment, please. I will check whether there are seats available on that flight.
　　　请稍等，我查一下那趟航班是否还有座位。

4. 若听不明白客人的英语，可以礼貌地请对方再说一次。

例句：I beg your pardon.
　　　Pardon me?
　　　Sorry, I don't understand. Could you please repeat that?
　　　Do you mean that…

北京大学出版社版权所有 禁止转载

B. Match the following English expressions with Chinese ones.

Purchasing Tickets(购买机票)

English expressions:

1. Are you travelling alone?
2. Will this be one way or return?
3. When would you like to return?
4. Do you mind a stopover or would you prefer direct?
5. Would you prefer economy, business or first class?
6. Do you prefer window or aisle?
7. Here are your tickets. The gate number is on the bottom of the ticket.
8. Sorry, this flight is full.
9. When is the next flight to Beijing? Is it full?

10. Are there seats available on the next flight?
11. I'd like to book two economy class seats on CA flight 1557 to Shanghai.
12. I'm going to stopover at New York.
13. There are no seats available that morning.

Chinese expressions:

A. 您何时返程？
B. 您是订经济舱、商务舱，还是头等舱？
C. 对不起，这趟航班已客满。
D. 下一班去北京的航班是什么时间？满舱了吗？
E. 我打算在纽约中途停留。
F. 我想订两张飞往上海的国航 1557 航班经济舱的机票。
G. 您是单独旅行吗？
H. 您介意中途停留吗？还是您想要直达航班？
I. 您想要靠窗户还是靠通道的座位？
J. 下一班航班还有座位吗？
K. 那天上午没有剩余的机票了。
L. 这是您的机票。登机口号在机票底部。
M. 您需要单程还是往返机票？

北京大学出版社版权所有 禁止转载

Confirming and Rescheduling a Flight (确认及更改航班)

English expressions:

1. Please show your ticket and passport.
2. When would you like to reschedule it for?
3. Could you please tell me your name and the flight you've booked?
4. May I have your name, please?
5. Which flight are you booked on?
6. Hold on a second, please. Right, Madam. You are booked and confirmed on flight 109 to Paris tomorrow.
7. Owing to the air traffic control, we'll wait until a take-off clearance is given.
8. The flight will be delayed because of a heavy rain.
9. We'll provide free accommodation for every passenger.
10. Sorry, all direct flights to New York are full.
11. According to our regulations, if a passenger asks for a refund of his ticket 24 hours before the departure time, the cancellation fee is 10% of the original fee.
12. How would you like to pay, Ms Li?
13. Now you have been booked, Ms Li. The flight leaves at 16: 30, and your arrival in



Sydney will be at 9: 10 a. m. local time. The flight number is NWA456.

14. I just missed my flight.
15. Could you reschedule it?
16. What's the charge for rescheduling?
17. Have a nice trip.
18. Which plane arrives earliest in Sydney?
19. What time should be at the airport?
20. What time does the plane land at Kennedy Airport?
21. I'd like to reconfirm my flight reservation.
22. Is there any change?
23. Could you find me another flight on the same day?
24. Can I change my flight to a different day?
25. So I'll cancel your seat on CA986 on Sept. 25th and book you on CA933 on Sept. 22nd.

Chinese expressions:

A. 我可以换另一天的航班吗？

B. 有变化吗？

C. 哪班飞机最早到悉尼？

D. 李女士，您的票已订好。航班 16 点 30 分起飞，当地时间上午 9 点 10 分抵达悉尼，航班号是 NWA456。

E. 对不起，直飞纽约的航班都已经客满了。

F. 由于空中交通管制，我们要等待通行许可才能起飞。

G. 请出示您的机票和护照。

H. 请问您尊姓大名？

I. 请稍等。是的，女士。您明天前往巴黎的 109 号班机的机位已确认无误。

J. 由于暴雨，航班将会延误。

K. 根据我们的规定，如果旅客在飞机起飞前 24 小时内要求退票的话，取消航班的费用是原机票费用的 10%。

L. 更改航班的手续费是多少钱？

M. 我将帮您取消 9 月 25 日国航 986 次航班，然后给您预订 9 月 22 日国航 933 次航班。

N. 我想确认我预订的航班。

O. 飞机什么时候在肯尼迪机场着陆？

P. 你可不可以替我找同一天的其他班次？

Q. 我什么时候到机场？

R. 祝您旅途愉快！

S. 能更改航班吗？

T. 李女士，您想要怎么付款呢？

U. 您想改到什么时候？

北京大学出版社版权所有 禁止转载

V. 您订的是哪一班飞机？
W. 我们将为每位旅客提供免费食宿。
X. 我刚刚错过航班。
Y. 请告诉我您的姓名和您预订的航班。

Role Play

According to the given information, complete the ticket service dialogue in a group of two persons.

➢ Basic information:

Number of tickets: 2
Fare(one-way): First class: ¥3100; Economy class: ¥1240
Flight: CA1557
Destination: From Beijing to Shanghai
Time: October 1st, Saturday morning



Information Bank 1—1

北京大学出版社版权所有 禁止转载

Airline Code(关于航空公司代码)

国内主要航空公司代码

航空公司名称	代码		航空公司名称	代码	
	三字	二字		三字	二字
中国国际航空公司	CCA	CA	厦门航空有限公司	CXA	MF
中国新华航空公司	CXH	X2	新疆航空公司	CXJ	XO
中国西北航空公司	CNW	WH	云南航空公司	CYH	3Q
中国南方航空公司	CSN	CZ	四川航空公司	CSC	3U
中国西南航空公司	CXN	SZ	上海航空公司	CSF	FM
中国北方航空公司	CBJ	CJ	长城航空公司	CGW	G8
浙江航空公司	CJG	ZJ	武汉航空公司	CWU	WU
中原航空公司	CYN	Z2	贵州航空公司	CGH	G4
海南航空公司	CHH	HU	深圳航空公司	CSJ	ZH
长安航空公司	CGN	9H	福建航空公司	CFJ	FJ
南京航空公司	CNJ	3W	山东航空公司	CDG	SC
中国东方航空公司	CES	MU	港龙航空公司	HDA	KA
			澳门航空公司	AMU	NX



国外主要航空公司代码

AF	法国航空公司	AY	芬兰航空公司	AZ	意大利航空公司
BA	英国航空公司	6U	乌克兰航空公司	AC	加拿大国际航空公司
ET	埃塞俄比亚航空公司	BI	文莱王家航空公司	GA	印度尼西亚鹰航空公司
HY	乌兹别克斯坦航空公司	E5	萨马拉航空公司	JL	日本航空公司
JS	朝鲜航空公司	LR	伊朗航空公司	K4	哈萨克斯坦航空公司
KE	大韩航空公司	KL	荷兰皇家航空公司	LY	以色列航空公司
LH	德国汉莎航空公司	LO	波兰航空公司	NH	全日空公司
MH	马来西亚航空公司	SQ	新加坡航空公司	OS	奥地利航空公司
NW	美国西北航空公司	PK	巴基斯坦国际航空公司	PR	菲律宾航空公司
OZ	韩亚航空公司	QV	老挝航空公司	RA	尼泊尔航空公司
QF	澳大利亚快达航空公司	SK	斯堪的纳维亚航空公司	MI	新加坡胜安航空公司
RO	罗马尼亚航空公司	TG	泰国国际航空公司	UA	美国联合航空公司
LX	瑞士航空公司	VJ	柬埔寨航空公司	VN	越南航空公司
UB	缅甸航空公司				

(资料来源：民航资源中国网 http://www.carnoc. com，信息若有变更，以民航总局官方文件规定或航空公司公布为准。)

北京大学出版社版权所有 禁止转载



Information Bank 1—2

Flight(关于航班)

根据 2004 年中国民用航空局《关于印发〈中国民航航班号分配和使用方案〉的通知》，各航空公司编制新的航班号要遵循以下原则：

一、按照数字的顺序编制航班号。

二、编制国内航班号时，不得使用其他公司的航班号。

三、编制国际和地区航班号时，原则上按 3 位数字安排，如果 3 位数字不够时，可以使用分配给本公司的 4 位数字航班号，但不能与本公司国内的航班号重复。

四、在编制加班、包机等临时飞行航班号时，应在分配给本公司航班号的数字范围内编排，但不得与当天的定期航班号重复。

此轮调整后，国内航班号使用 4 位数字，国际(含港澳地区)航班号使用 3 位数字。调整后的国内航班号国航为“1”“4”字头；东航为“2”和“5”字头；南航为“3”和“6”字头；海航为“7”字头；厦航和川航为“8”字头；上航和深航为“9”字头)。

航班号编排规律和特点

每个航班都有航班号。我国国内航班号的编排是由航空公司的两字代码加 4 位数字组成，航空公司代码由民航总局规定公布。例如 CA 代表“中国国际航空公司”、CZ 代表“中国南方航空公司”、MU 代表“中国东方航空公司”、SU 代表“四川航空公司”、FM 代表“上海航空公司”、HU 代表“海南航空公司”、MF 代表“厦门航空公司”、ZH 代表“深圳航空公司”、SC 代表“山东航空公司”。后面四位数字的第一位代表航空公司的基地所在地区，第二位代表航班基地外终点所在地区，其中数字 1 代表华北、2 为西北、3 为华南、4 为西南、5 为华东、6 为东北、8 为厦门、9 为新疆，第三、第四位表示航班的序号，单数表示由基地出发向外飞的航班，双数表示飞回基地的回程航班。以 CA1585 为例，CA 是中国国际航空公司的代码，第一位数字 1 表示华北地区，国航的基地在北京；第二位数字 5 表示华东，烟台属华东地区；后两位 85 为航班序号，末位 5 是单数，表示该航班为去程航班。CA1586 则为国航飞烟台至北京的回程航班了。再比如 MU5533 上海—烟台航班，MU 为东方航空公司的代码，第一位数字 5 表示华东地区，东航的基地在上海；33 为航班序号单数为去程航班。MU5534 则为东航由烟台飞往上海的回程航班了。国际航班号的编排是由航空公司代码加 3 位数字组成。第一位数字表示航空公司，后两位为航班序号，与国内航班号相同的是单数为去程，双数为回程。例如 MU508，由东京飞往北京，是中国东方航空公司承运的回程航班。

如果航班因为天气、机械故障等原因延误、备降、取消，需要补班飞行，为区分原航班和补班航班，航空公司会在航班号后面加个字母，如 CZ310W。具体规则是，Z 代表 0，Y 代表 1，X 代表 2，以此类推：“0-Z，1-Y，2-X，3-W，4-V，5-U，6-T，7-S，8-R，9-Q”。

航班号的一般读法

CA127　　CA one twenty-seven
SH 5242　　SH fifty-two forty-two
UA 05　　UA o five
(资料来源：根据民航总局官网和网络资料整理。)

北京大学出版社版权所有 禁止转载

Situation

Situation 1: Booking a Ticket　订票

[A=Agent(工作人员)；P=Passenger(乘客)]
Agent: Good morning, this is CA Airline Booking Office. May I help you?
Mr. Li: Yes, I plan to go to Haikou this Friday. I want to make a reservation.
A: Thank you. Just a moment and I'll check for you.
……
……



Thank you for waiting. The CA Airline has a flight leaving at 8: 15 a.m., and another flight leaving at 1:55 p. m. Which flight would you like to take?

P: The flight leaving at 1: 55 p. m. suits me all right. I'll book that.

A: OK. May I know your name?

P: Li Ming.

A: Do you want to fly first class or economy class?

P: Economy class.

A: Round-trip or one-way?

P: One-way. By the way, what's the fare?

A: It's 1670 yuan.

P: OK.

A: So that's flight CA1355 from Beijing to Haikou at 1:55 p. m. this Friday, Sept. 10th. Is that correct?

P: Yes, thank you.

A: Thank you for your flying Air China. Have a nice trip.

Situation 2: Confirming the Reservation 确认预订

北京大学出版社版权所有 禁止转载

A: CA Airline. May I help you?

P: Yes, I'd like to reconfirm my flight reservation.

A: Could you tell me your flight number, please?

P: Yes. It's CA1355, leaving Beijing at 1:55 p. m. on Sept. 10th.

A: OK. May I know your name, please?

P: Li Ming.

A: Please wait a moment, Mr. Li. I'll check for you.

P: Thank you.

A: Yes, we have you in our records. You're flying economy class. Is that all right?

P: Yes. What about the time of leaving? Is there any change?

A: No. At 1:55 p. m. as scheduled.

P: Thank you.

A: Thank you for calling to reconfirm. Anything else I can do for you?

P: No, thank you.

A: Mr. Li, please be at Beijing Capital International Airport two hours before departure.

P: I will.

A: Thank you for choosing CA Airline.

Situation 3: Rescheduling the Flight 变更航班

P: I just missed my flight.

A: Oh, I'm sorry to hear that.

P: Could you reschedule it?

A: Yes, please show your ticket and passport.

P: Here you are.

A: When would you like to reschedule it for?

P: The next one to my destination. I have to be there as soon as possible. How about tomorrow morning?

A: OK, there's still one seat available on that flight. But it's in business class. I can let you have that if you like for no additional charge, but rescheduling costs a little extra.

P: What's the charge for rescheduling?

A: It's only a $50 charge.

P: That's great. Thank you.

Situation 4: Refunding the Ticket 退票

A: Good morning. Anything I can do for you?

P: Good morning. I have bought a ticket on flight CA939, flying to New York at 6:05 p. m. tomorrow. But unfortunately, I have something emergent to do and I have to stay for a few more days. Could you please help me change the date for December 25th and flight number for CA913?

A: I'm sorry to tell you that we can't change any words written on the ticket. According to CAAC's regulations, when a passenger wants to change his flight, date, route or his name to another's, his ticket will be handled as a refund ticket. That is to say, you have to buy another ticket.

P: Oh, I see. Do I have to pay for the refund?

A: Yes, you have to pay RMB 580 for the refund.

P: Why should I pay so much? Would you tell me the reason?

A: Yes, Miss. According to CAAC's regulation, if a passenger (except a group passenger) asks for a refund of his ticket 24 hours before the departure time, the cancellation fee is 10% of the original fare.

P: What about within 24 hours?

A: If the passenger asks for a refund of his ticket within 24 hours and 2 hours before the departure time, he has to pay 20% of the original fare.

P: If he asks for a refund of his ticket within 2 hours before the departure time, he has to pay much more. Right?

A: Yes, right. The cancellation fee would be 50% of the original fare.

P: Thanks for your information. Here is my ticket and the money for the refund.

A: Here is your receipt.

北京大学出版社版权所有 禁止转载





Information Bank 1—3

机 票 改 签

机票改签包括两种：更改和签转。更改又称改期，指客人的行程不变，承运的航空公司不变的情况下的更改。更改分为两种：同等舱位更改和升舱。同等舱位更改是指所更改的航班的航空公司和舱位都相同；升舱是指所更改的航空公司相同，但所改的舱位折扣高于原订舱位的折扣。

签转是指不同航空公司之间签转。签转只适用于全价票的客人，折扣票不可以签转。签转的两个航空公司之间必须有协议，同意两个航空公司的客人进行签转，反之也不可以签转。

(资料来源：360 百科，http://baike. so. com/doc/757227-801404. html.)

北京大学出版社版权所有
禁止转载



Information Bank 1—4

国内主要航空公司机票签转规定

<table>
<tr><th colspan="2">折扣
航空公司</th><th>全价以上</th><th>9 折</th><th>8～8.5 折</th><th>7～7.5 折</th><th>6～6.5 折</th><th>5～5.5 折</th><th>4～4.5 折</th><th>3 折</th></tr>
<tr><td rowspan="2">国航
CA</td><td>签改</td><td colspan="3">有效期内可免费签改</td><td colspan="2">航班起飞前同等舱位开放下，可免费更改一次，再次更改收取 10%的改期费</td><td colspan="2">航班起飞前同等舱位开放下，收取 20%的改期费，所有再次更改须至国航直属售票处办理</td><td>不得签改</td></tr>
<tr><td>退票</td><td colspan="3">按票面价 5%收取退票费</td><td colspan="2">按票面价 10%收取退票费</td><td colspan="2">按票面价收取 30%退票费</td><td>不得退票</td></tr>
<tr><td rowspan="2">南航
CZ</td><td>签改</td><td colspan="5">有效期内可免费签改</td><td colspan="2">收取 10%的变更费</td><td>不得签改</td></tr>
<tr><td>退票</td><td>免收退票费</td><td colspan="3">起飞前起飞后收取 10%的退票费</td><td colspan="2">收取 20%的退票费</td><td>收取 50%的退票费</td><td>不得退票</td></tr>
<tr><td rowspan="2">东航
MU</td><td>签改</td><td>有效期内可免费签改</td><td colspan="2">航班起飞前同舱位开放下可免费更改一次，起飞后按退票办理</td><td colspan="2">航班起飞前须至东航直属售票处更改及升舱，起飞后按退票处理</td><td colspan="2">收取 0.5 折变更费，且不低于 50 元</td><td>不得签改</td></tr>
<tr><td>退票</td><td>收取 5%退票费</td><td colspan="2">收取 10%的退票费</td><td colspan="2">收取 20%的退票费</td><td colspan="2">收取 50%的退票费</td><td>不得退票</td></tr>
</table>

续表

航空公司 \ 折扣		全价以上	9 折	8～8.5 折	7～7.5 折	6～6.5 折	5～5.5 折	4～4.5 折	3 折
川航 3U	签改	有效期内可免费签改			收取 5%的变更费		收取 10%的变更费		不得签改
	退票	起飞前 24 小时以前免收退票费，起飞前 24 小时内及起飞后收取 5%的退票费			起飞前 24 小时以外，收取票面价的 5%，24 小时以内或起飞后收取 20%		起飞前 24 小时以外，收取票面价的 20%，24 小时以内或起飞后收取 50%		不得退票
上航 FM	签改	有效期内可免费签改	航班起飞前同等舱位开放下，可免费更改一次，不得再次更改				不得签改		
	退票	收取 5%的退票费			收取 10%的退票费	5.5～6.5 折收取 20%的退票费	5～4 折收取 30%的退票费		不得退票
海航 HU	签改	免费签改			航班起飞前同等舱位开放下，可免费更改一次，再次变更每次收取 5%的改期费				不得签改
	退票	按票面价 5%收取退票费	按票面价 10%收取退票费		按票面价 20%收取退票费		按票面价 50%收取退票费		不得退票
深航 ZH	签改	有效期内可免费签改	航班起飞前同等舱位开放下，可免费更改一次				不得签改		
	退票	收取 5%的退票费			收取 10%的退票费		收取 30%的退票费		不得退票
厦航 MF	签改	有效期内可免费签改	航班起飞前同等舱位开放下，可免费更改一次，再次更改收取 5%的改期费				航班起飞前同等舱位开放下，每次更改收取 10%的改期费		
	退票	起飞前 24 小时以外，收取票面价的 5%，24 小时以内收取 20%，起飞后收取 50%的退票费					起飞前按票面价 20%收取退票费，起飞后收取 50%退票费		
山东航 SC	签改	有效期内可免费签改			航班起飞前同等舱位开放下，可免费更改一次，再次更改收取 10%的改期费		航班起飞前同等舱位开放下，收取 20%的改期费，所有再次更改须至山东航直属售票处办理		不得签改
	退票	按票面价 5%收取退票费			按票面价 10%收取退票费		按票面价收取 30%退票费		不得退票

中转联程：不得签改，客票未使用退票收取 50%退票费，如有使用则概不退票。
申请客票：不得签改，退票以客服告知为准。
包机免票：限本人使用，一律不得签改，不得退票。

（资料来源：360 百科，以上信息仅供参考，具体手续费用及更改事宜请以航空公司当前规定为准。）

北京大学出版社版权所有 禁止转载



Exercises and Practices

1. Complete the following dialogues and practice with your partner.

Setting A: Mr. Henry has reserved a ticket from Beijing back to New York next Friday. But he has an urgent business meeting in Beijing next Thursday morning, so he has to cancel his reservation.

A: This is Air China Ticket Office. May I help you?

P: Yes. ______(1)______ (我订了一张下周五从北京飞往纽约的票。) But I need to stay in Beijing for a couple more days. ______(2)______ (我不得不取消预订的座位。)

A: ______(3)______ (请告诉我航班号？)

P: Yes. CA421.

A: ______(4)______ (您的姓名？)

P：David Henry.

A：Hold on, please. Let me check. (A moment later) Oh, ______(5)______ (找到了。) ______(6)______(您预订了下周五 9 月 27 日国航 CA421 航班的商务舱。)

P: That's right.

A: Mr. Henry. I'll cancel your reservation.

P: Thank you.

A: ______(7)______(您想预订别的航班吗？)

P: No, thank you. I'll call you if I want.

A: ______(8)______(感谢来电。亨利先生。再见！)

P: Good-bye.

北京大学出版社版权所有 禁止转载

Setting B: Mr. Brown has missed the flight CA819 to New York. He goes to the Air China Ticket Office to reschedule his flight.

A: ______(1)______ (早上好，请问需要什么帮助？)

P: I just missed my flight due to a traffic jam. Can I reschedule it?

A: ______(2)______ (可以，您要去哪儿？)

P: New York.

A: ______(3)______ (CA321 后天上午 6:50 起飞。)

P: Do you have anything earlier?

A: Let me check. ______(4)______ (CA541 明天下午 3:20 起飞，还有空座，签这个航班可以吗？)

P: OK. I'll take that.

A: Let me have your passport and original ticket, please.

P: ______(5)______ (给您，顺便问一下，我还要再付费吗？)

A: No, you don't. Here are your ticket and passport.

P: Thank you.

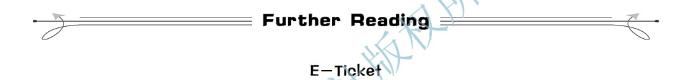
A: ______(6)______ (谢谢您选择国航的航班。)

2. Make up your own dialogues with your partner according to the following situation given.

(1) You are calling to Ticket Service Office to confirm your flight to Hong Kong with the clerk. Your flight is CZ391 at 13: 30 on Monday September 29th.

(2) Miss Wang has made a reservation from Beijing to Shenzhen on flight CZ3156 tomorrow morning. Now her plan changed and she wants to cancel her reservation.

(3) Mr. Brown is taking a flight from New York to Washington. It leaves at 4: 00 a. m. and arrive at 5: 30 a. m. He wants to know whether breakfast is served on the flight. If dinner is not served, he wants to change his reservation to a later flight on which breakfast will be served.



Further Reading

E-Ticket

What is an e-ticket?

The e-ticket is the electronic image of a common paper ticket. It's a recording of some electronic numbers. Currently, it's the most advanced passenger ticket format, providing great convenience via electronic ticket reservation, payment, and boarding procedure while reducing greatly the airline cost. It's a much better choice than the common passenger ticket.

What're the advantages to use e-tickets?

Traditional paper tickets——

When you needed to take a flight, you must call the airline ticket booth to ask for information about flights, to book the ticket, and pay in cash. It costs you money and time!

When you knew that you had to take the early flight the next day and the ticket booth was closed already, when your flight was about to take off in 90 minutes and the ticket was not purchased yet, when you wanted to change the day to fly somewhere else and you were scared by expensive long distance calls and the complex procedure, what to do?

E-tickets——

Once you have used the e-ticket service involving many major airlines provided by websites, you will own your own ticket service center. This is a completely different feeling. No more waiting before an easy boarding!

The e-ticket doesn't have to be delivered to you. When you have purchased one, you can get on board via valid certificate and your trip sheet ID. It will take no more than 10 minutes to apply through the phone or on the internet for a date modification. Special prices promoted by airlines especially for e-tickets will help you to save money.

北京大学出版社版权所有 禁止转载



Hot Express

机票销售渠道博弈 国航东航也与“去哪儿网”断交

继南航和海航之后，另两家航空巨头国航与东航也宣布与“去哪儿网”暂停合作，并关闭重航在“去哪儿网”的旗舰店。

截至1月4日，与“去哪儿网”“断交”的航空公司已经增加到南航、海航、首都航空(海航集团旗下)、重庆航空(南航子公司)、国航及东航等主要航空公司。

国航与东航在声明中表示，由于近期收到大量“去哪儿网”的旅客消费投诉，为了保障广大旅客的切身权益，现决定关闭在“去哪儿网”的官方旗舰店。

……

即使航空公司从“去哪儿网”撤出了旗舰店，消费者还可以从“去哪儿网”买到已撤出航空公司的机票，不过，这些机票是通过平台上的代理销售的。

北京大学出版社版权所有 禁止转载

机票销售渠道的博弈

让航空公司做出这样的决定，不是一件容易的事儿，因为在“去哪儿网”和携程“在一起”后，已经占据了机票销售渠道65%以上的市场份额。

目前的机票销售渠道主要分为直销和分销两种，各个航空公司的机票并非主要由航空公司直接销售，而是依靠大大小小的代理。

比如说大家都知道的携程，传统意义上其实就是大代理，你在携程平台上每买一张机票，携程就能从航空公司获得一定的佣金，其他那些没有名气的机票代理赚钱的方式也同样如此。

最近几年来，航空公司也一直为“提直降代”(指提高直销比例，降低代理销售)进行努力，比如传统的代理销售机票获得的佣金，也从最高的10%以上降到了现在的零。

但是，频频降代理佣金到底便宜了谁？中小型代理商能够拿到的佣金的确变少了，但话语权更大些的大代理，则通过与航空公司谈判增加后返奖励，弥补了代理佣金减少的损失。

而一些大代理为冲业务量赚取更多后返奖励，甚至会让利销售，自掏腰包补贴到票价中返利给消费者，所以就会出现这样的情况，你在机票代理那里买到的机票，比航空公司的直销价格还要便宜。

“去哪儿网”与携程等机票代理的模式则不一样，而是一开始就在“搭平台”，先是聚集了越来越多的机票代理在平台上进行销售，之后，海航、南航、东航等航空公司也开始陆续进驻“去哪儿网”的网站及移动端，以“旗舰店”的形式销售机票。

所以你在“去哪儿网”的平台上既能看到各种代理卖的各个航空公司的机票，也能看到航空公司“旗舰店”形式销售的机票。

而即使都以旗舰店的形式入驻，各家航空公司与“去哪儿网”的合作模式也不一样。

比如有的航空公司不向“去哪儿网”缴纳任何费用，只将高舱位的机票通过平台销售，有的则以缴纳千分之几的“技术服务费”的形式，旗舰店链接到本公司的官网，销售政策与官网相同。

不同的合作模式，其实反映了不同公司对待平台的态度和话语权倾斜程度。有的重视销售结果、完全开放；有的则担心未来的销售渠道被控制，合作也是亦步亦趋。

此后兴起的阿里旅行其实也是类似的模式。对于去哪儿、去啊等平台来说，与获得一两个点的代理佣金相比，从各种票代、航空公司处获得更优惠的价格政策和更多丰富的产品，以增加客户黏性，获得更多流量和入口话语权，似乎是他们更想要的，即使现在看起来是在“赔钱为他人作嫁衣”。

但是这样的模式下问题又来了，由于平台是开放的，各种鱼龙混杂的机票代理也开始钻平台的空子。近年来，消费者从“去哪儿网”等平台上购买到无法报销的假机票、高于全价票的机票，支付远高于航空公司改签规定的退改签费用的投诉时有发生，而受骗后往往将责任怪罪于航空公司身上，这令航空公司很头疼，而“去哪儿网”平台也称，一直在努力改善监管方式，但还是很难从根本上杜绝。

未来将如何发展

这也是南航、海航等所指的中止与“去哪儿网”合作的导火索。

“这次撤出的虽然是旗舰店，但其实是想传递一个信号，就是我们已经对不规范的票代无法忍受，因此不排除后续采取更进一步的行动。”其中一家航空公司负责市场销售的管理层对记者透露，“虽然短期看可能销售受影响，但长痛不如短痛。”

事实上，不断压缩给机票代理的代理费以及与“去哪儿网”“开战”的背后，还有航空公司们希望夺回消费者的决心，上述管理层就对记者透露，目前，传统航空公司只有25%左右的机票是通过直销卖出，这其中还包括通过“去哪儿网”等OTA(Over-the-Air Technology，空中下载技术)平台旗舰店销售的机票，最近几年，通过航空公司官网、APP、微信等平台加强直销，一直是航空公司们努力在做的。

不过，要想加大直销也并不是一件容易的事。一家航空公司负责直销的管理层就告诉记者，增加电话等呼叫中心，以及网站销售、支付系统的搭建都需要成本，规模要上去可能比支付给代理的佣金还要高，此外，与很多成熟的机票代理商及OTA相比，航空公司的网站销售客户体验也相对逊色，比如退改签困难，没有酒店、租车，以及机票+酒店等丰富的一站式服务。这也导致最近几年航空公司的机票直销比例上升并没有预想中那么快。

但从2015年开始，有了航空需求回暖、油价成本降低的底气，航空公司为夺回客户而重新制定游戏规则的行动越来越激烈。比如南航官网就开放订团队票，直接抢夺原本由机票代理经营的团队机票销售业务，同时承诺官网售票价格最低；而国航更是要求代理们提供向其购买机票的客人的联系方式，否则每票罚款2000元。

(资料来源：陈姗姗. 一财网，http://business. sohu. com/20160105/n433480184. shtml, 222016-01-05 08: 36: 53，有删减。)

北京大学出版社版权所有 禁止转载



Check-in Service

Knowledge Frame

- Check-in Service
  - Passenger Check-in (No Baggage/ Excess Baggage)
  - Baggage Check-in Service (Fragile Baggage/ Pooled Baggage)
  - Animal Check-in
- Service for Special Passengers

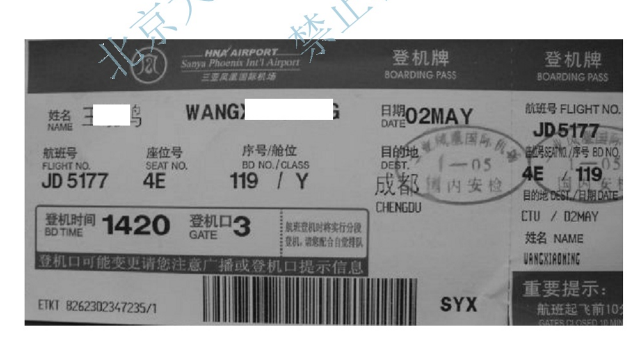
北京大学出版社版权所有
禁止转载



Lead-in

Look at the pictures, what kind of information can you find?



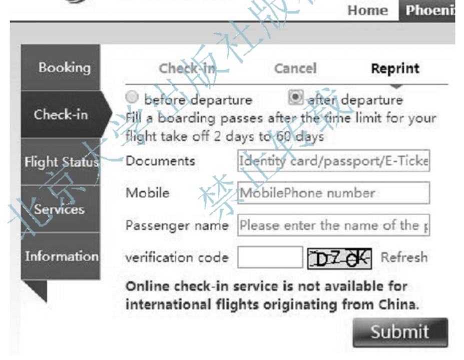


北京大学出版社版权所有 禁止转载









北京大学出版社版权所有 禁止转载

Warming Exercises

Read and translate the following expressions. Could you add more?

- Check-in
- Check-in counter/desk

- Boarding
- Boarding pass
- Departure gate
- Label
- Weight limit
- Free inter-terminal shuttle bus
- Carry-on baggage
- Checked baggage
- International terminal
- International departure
- Connecting passenger
- Transit passenger
- Unaccompanied passenger
- Aisle seat
- Convey belt
- Claim tag
- Excess baggage
- Pack
- Itinerary of e-ticket
- Departure lounge

北京大学出版社版权所有
禁止转载

Key Sentences

A. Functional Sentence Patterns

1. Welcome to… 欢迎来到……

例句：Welcome to China Airline.
　　　欢迎来到中国航空。

2. Wish you… 祝您……

例句：Wish you have a good day.
　　　祝您心情愉快。

3. May I have… 我可以问/请出示……？

例句：May I have your name and flight number?
　　　我可以问下您的姓名和航班号吗？
　　　May I have your passport?
　　　请出示您的护照。

4. I'll show you… 我带您去，我指给您……

例句：Sorry, I'm not sure. But I will show you to the information desk.



不好意思，我也不太清楚。我可以带您去问询处问一下。

5. I'd suggest… 我建议您……

例句：I'd suggest you take a rest in the waiting lounge.

我建议您到候机厅休息一下。

B. Match the following English expressions with Chinese ones.

English expressions:

1. Do you need to check your baggage?
2. Could you put on the luggage label, please?
3. Here is your boarding pass and credentials, and please take your belongings.
4. Hand-luggage is not be weighed.
5. Any hand luggage, Madam?
6. How many pieces of luggage are you checking in?
7. Would you put your baggage on the conveyor belt one by one, please?
8. May I have your passport and itinerary of e-ticket?
9. The free allowance for luggage is 25 kg.
10. I'm sorry, sir. You're 3kg overweight.
11. I want to have a window seat.
12. What kind of seat do you prefer?
13. I'm sorry. No more aisle seats are available. Will the window seat be all right?
14. The box is 95 cm long, 60 cm wide and 50 cm high.

Chinese expressions:

A. 很抱歉，靠走廊的座位没有了，靠窗的行吗？

B. 我想要一个靠窗的座位。

C. 请把您的行李一件一件放在传送带上，好吗？

D. 请贴上行李标签。

E. 手提行李不用称重。

F. 您要托运多少件行李？

G. 这个箱子长 95 厘米，宽 60 厘米，高 50 厘米。

H. 您喜欢什么座位？

I. 免费行李限额是 25 千克。

J. 需要办理行李托运吗？

K. 这是您的登机牌及证件，请带好您的随身携带物品。

L. 夫人，有手提行李吗？

M. 请出示您的护照和行程单。

N. 对不起，先生。您的行李超重 3 千克。

北京大学出版社版权所有 禁止转载

Role Play

According to the given information, complete the dialogue in a group of two persons.

At the check-in counter, Jane shows her ticket and passport. She has only one hand bag with her. She wants a window seat.



Information Bank 2—1

登 机 流 程

1. 国内航班提前一个半小时。国际航班提前 2 小时到达机场。

2. 到机场后，先找值机柜台，每个柜台都有显示屏，显示航空公司名称和航班号，找到你乘坐的航班号对应的柜台，持身份证换登机牌。

3. 如果你有行李或违禁物品，可以在值机柜台办理托运，把行李交给值机员就可以。国内航班 20 千克以内行李免费。

4. 如果你想购买飞行意外险，可以到机场的总服务台购买。

5. 换完登机牌后，就可以进入安检通道，这里要对你进行安全检查，遇有违禁物品，在这里会被处理掉。

6. 过完安检通道后就进入隔离区，到隔离区后，按登机牌上提示的登机口，找到登机口，在入口处休息等待登机。

7. 飞机靠桥后，持登机牌登机，进入机舱后，按登机牌上指示的座位，找到座位坐好。如果有随身行李，可以放在头顶的行李箱中。

8. 系好安全带，开始愉快的飞行旅程。

9. 到达目的地后，按指示方向出港，如果你有托运行李，请到行李处，那有输送皮带将您的行李送出来。如果机场比较大型，皮带也可能有多条，但每条都会有显示屏显示航班号，你要按号去查找并领取。

10. 领取行李后，给行李人员核对一下行李号和登机牌号码，就可以出港了。飞行旅程结束。

11. 如果你乘坐的是经停航班，到达经停城市后，所有的乘客要下机，下机后，就在隔离区等待半小时到 1 小时，此时你可以四处活动一下，可以上上厕所，逛逛商店，但不要出隔离区，因为你没有手续，无法进入安检通道。等待通知，不要离登机口太远，等待重新登机后，继续后半段的旅行。

(资料来源：360 问答，http://wenda. so. com/q/1361515227064583l.)

北京大学出版社版权所有 禁止转载



Situation

Situation 1: Passenger Check-in (No Baggage) 办理登机手续(无行李托运)

(C=Clerk(工作人员)； P=Passenger(乘客))

C: Good morning.

P: Good morning. Can I check in here for CA111 to Hong Kong?

C: Yes. Will you give me your ID card and itinerary of e-ticket?

P: Here you are.

C: How many pieces of luggage do you want to check, Madam?

P: Only a hand bag.

C: All right. What kind of seat do you prefer?

P: Please give me a window seat.

C: All right. Here's your ID card and your boarding pass.

P: What time does boarding start?

C: It's printed on the boarding pass.

P: Thanks.

Situation 2: Passenger Check-in (Excess Baggage) 办理登机手续（行李超重)

C: Good afternoon. May I help you?

P: Good afternoon. Is this the counter for CA969?

C: Yes. Can I have your passport and itinerary of e-ticket, please?

P: Here you are.

C: What baggage are you going to check in?

P: I have two boxes.

C: It seems that one box is too big. Have you measured it?

P: I haven't measured it. But I weighed them. They are within the free baggage allowance.

C: I don't mean they are overweight. I mean one of your baggage is too long.

P: Are you sure about that?

C: Let me measure. The box is 95 cm long, 60 cm wide and 50 cm high. The other one is 60 cm long 40 cm wide and 26 cm high. The big one is over the length limit.

P: I don't understand.

C: The free baggage allowance for each economy passenger is two pieces and the sum of the length, width and height of each must not exceed 158 cm, but the sum of the two pieces must not exceed 273 cm.

P: I see. What should I do then?

C: You can send the big box as unaccompanied baggage.

北京大学出版社版权所有
禁止转载

P: Oh, no. I don't want to do that. I want all my baggage to travel with me.

C: I'm sorry. We have to treat your baggage as overweight baggage.

P: That's OK.

C: You have to pay 21 yuan as the excess charge.

P: Here is the money.

C: Here are your boarding pass, baggage checks and receipt for the overweight baggage.

P: Thank you.

Situation 3: Baggage Check-in 行李托运

C: Good afternoon. Your ticket and passport, please.

P: Here you are.

C: Do you have any baggage to check in?

P: Yes, one case.

C: Would you put it on the scales? I'm going to weigh it.

P: OK. By the way, could you tell me how many kilos of free baggage each passenger is allowed?

C: The baggage allowance is different according to the class of your ticket. What class are you traveling?

P: First class.

C: For a first-class passenger, the free baggage allowance is forty kilos.

P: How many pieces of baggage can I carry onto the plane?

C: Passengers holding first tickets may carry 2 pieces within the total weight of 5 kg onto the plane.

P: If my baggage exceeds the allowance, what should I do?

C: If the checked baggage is over the allowance, we will charge you for the overweight.

P: I see. Thank you very much for your information.

C: You're welcome. Your boarding pass and baggage check, please.

北京大学出版社版权所有 禁止转载

Situation 4: Baggage Check-in(Fragile Baggage) 行李托运(易碎行李)

P: Afternoon, Miss. I want to check in this cardboard case to Paris.

C: No problem. What's inside, may I ask?

P: A tea set. It's very delicate. Would you please remind your baggage handler to ship it carefully?

C: Certainly. But your case requires strict packing. I notice that you didn't seal your case properly. Please repack and make it sure that it's safe enough to be shipped.

P: OK. I'll redo it for the sake of safety.

C: Then I'll place a fragile sticker on the case to remind the baggage handlers to treat it with care.

P: Thank you for your consideration.

Situation 5: Baggage Check-in(Pooled Baggage) 行李托运(合并计算行李)

C: Mr. Yang, the allowance is 20 kg for each passenger. Your baggage is 5 kg overweight. Mr. Li's baggage weighs 12 kg. He is well inside the limit. Are you from the same company for the entire journey?

P: Yes, Mr. Li and I are from Peking University and we are going together to the United States for an academic conference.

C: I see. I will pool your baggage and save you the excess baggage charge.

P: Thank you very much.



Information Bank 2-2

Pooled Baggage 合并计算行李

When two or more passengers traveling as one party to a common destination point or point of stopover via the same might, present themselves and their baggage for traveling at the same time and place, they will be permitted a total free baggage allowance equal to the combination of their individual free baggage allowance. Baggage in excess of the combined maximum allowance will be subject to the excess baggage.

(资料来源：尹静. 民航地勤英语[M]. 北京：北京大学出版社，2008：46.)

北京大学出版社版权所有 禁止转载

Situation 6: Animals Check-in 宠物托运

C: Good afternoon. What can I do for you?

P: Good afternoon. I'm just wondering if I can take my cat with me.

C: Yes. But pets can only travel in cargo compartments according to our company regulations. You may not keep it in the cabin.

P: That's all right.

C: We charge your cat and its container as excess baggage.

P: OK. Do you have pet containers for sale?

C: Yes. $ 5 each. Do you have the papers for your cat?

P: Yes. I have my cat's health card for quarantine inspection.

C: Well. Please fill in the form.



Information Bank 2—3

Checking in Animals and Items　宠物及物品托运

Animals/pets can be booked on some direct flights. It is the passengers' responsibility to ensure that they adhere to the regulations of the country to which they're traveling. All animals usually are transported in the cargo hold. Animals must be at least 10 weeks old. The cage in which the animal will travel is usually made of fiberglass. The animal must be able to fit comfortably. The cost of transport is usually advised by cargo. Airlines must be told a few weeks in advance that an animal will travel on a flight.

Big items such as bicycles departing the airport must be boxed or bagged. Small instruments may qualify as hand baggage. Medium-sized instruments may be carried in the cabin if the passenger purchases an individual seat for the instruments.

(资料来源：尹静. 民航地勤英语[M]. 北京：北京大学出版社，2008：29.)

北京大学出版社版权所有 禁止转载

Situation 7: Service for Special Passengers — Unaccompanied minors 特殊旅客服务——无成人陪伴儿童

C: Good morning. May I help you?

P: Yes. I am here for the girl. She will check in.

C: Well, she is Guan Xin, the unaccompanied minor.

P: Yes. I'm her aunt. She will go to Shanghai to meet her parents during her summer holiday.

C: I'd like to let you know that we'll seat Guan Xin a forward row so that she will be easy for our flight attendants to find and watch.

P: You are so thoughtful, thank you so much.

C: We have prepared an envelope to contain her travel documents. As Guan Xin's guardian, could you please read carefully and complete the form on the cover of the envelope?

P: Here you are. Is that all right?

C: Yes. Thank you. This is your copy. I'll put her travel documents in the envelope and pass it to our senior flight attendant on her flight.

P: Be sure that your flight attendants will watch her on board.

C: Yes. Here is a badge for an unaccompanied child.

(To Guan Xin) Let me pin this badge on your chest so that our flight attendants can identify you and look after you during the flight.

(To the guardian) She will soon be escorted to the cabin crew.

P: Is there anyone to assist her after descending at Hongqiao Airport?



C: Yes, our ground staff at the airport will be informed and ready to meet her.

P: Thank you very much.



Information Bank 2-4

Unaccompanied minors 无成人陪伴儿童

- **年龄要求**

我们提供的“无成人陪伴儿童”服务对象为乘坐飞机时年龄已满5周岁未满12周岁，且无年满18周岁的成人陪伴同行的儿童。

为确保无成人陪伴儿童安全、顺利乘机，年满5周岁未满12周岁单独旅行的儿童必须办理无成人陪伴儿童服务相关手续后，我们方可接受运输。

年龄未满5周岁的儿童、未满16周岁的聋哑/双目失明儿童单独乘机，我们不予承运。

如果您计划为您的孩子办理全航程由国航实际承运且挂国航航班，且经北京中转联运航班的无成人陪伴儿童服务，那么您的孩子在搭乘每个航段的航班时，年龄均须符合上述要求。

如果您的孩子年满12周岁但未满18周岁，以及年满16周岁未满18周岁的聋哑/双目失明少年计划单独旅行，您可自愿申请无成人陪伴儿童服务。

- **承运航班**

我们可为您办理全航程由国航实际承运且挂国航航班的国内、国际、地区直达航班，以及经北京中转联运航班的无成人陪伴儿童服务。

如您的联程或回程航班涉及国航以外的其他航空公司，请您与实际承运航空公司联系办理相关手续。

- **办理地点**

为了给您的孩子提供安全、放心、周到的无成人陪伴儿童服务，请您按照我们的申请时限要求，提前到第一航段航班的始发地点国航指定的直属售票处，在您订座的同时向我们提出无成人陪伴儿童服务申请并办理相关手续。

对于来回程客票，回程航班的无成人陪伴儿童服务手续，请您或您的家人在孩子计划搭乘的回程航班第一航段始发地点的国航指定直属售票处申请并办理相关手续。

- **申请时间**

国内航班，请您在航班起飞前一天的15点(含)前向我们提出申请；

国际、地区航班，请您在航班起飞48小时(含)前向我们提出申请。

- **载运数量要求**

由于承运人对无成人陪伴儿童负有责任，并需全航程提供安全周到的特殊服务及照顾，因此每一航班承运的年龄较小的无成人陪伴儿童数量会有一定的限制。国航每个航班最多可接受5名年龄已满5周岁未满8周岁的无成人陪伴儿童。对于年满8周岁的无成人陪伴儿童无数量限制。

北京大学出版社版权所有 禁止转载



- **儿童父母或监护人相关联系信息**

为确保您的孩子顺利成行，请您在办理“无成人陪伴儿童”服务手续时填写《无成人陪伴儿童乘机申请书》。

无成人陪伴儿童应由孩子的父母或监护人陪送到始发站乘机地点，并须在终点站安排好亲友予以迎接及照料。为确保我们能够安全、顺利地将您的孩子送抵终点站的接领人手中，请您在办理无成人陪伴儿童服务手续时，向我们提供送机人、接领人的姓名、与乘机儿童的关系、证件号码、地址和联系电话号码。

- **“无人陪伴儿童”服务费**

➢ 直达航班

在国内直达航班上，我们为年满 5 周岁未满 12 周岁的无成人陪伴儿童提供免费服务；对于年满 12 周岁未满 18 周岁申请办理了无成人陪伴儿童服务的少年，单程直达航班服务费为 200 元人民币。

在国际及地区直达航班上，因境外各机场地面代理会为您的孩子提供相关服务，存在成本支出，我们需要收取一定的费用。如您为孩子申请国际地区直达航班的无成人陪伴儿童服务，须交纳无成人陪伴儿童服务费。单程直达航班服务费为 260 元人民币或 50 美元，或其他等值货币。

➢ 经北京中转航班

我们可为您办理全航程由国航实际承运且挂国航航班的经北京中转联运航班的无成人陪伴儿童服务。经北京中转的国内、国际及地区间单程联运航班的无成人陪伴儿童服务费为 520 元人民币或 100 美元，或其他等值货币收取。

- **我们为您提供的服务**

我们将为每位无成人陪伴儿童提供一个标志牌挂袋，可帮助您的孩子保管所有的旅行证件以及登机牌等物品。

您的孩子需持与购票时向我们提供的一致的有效旅行身份证件、《无成人陪伴儿童乘机申请书》。

我们会有专门的地面服务人员协助您的孩子办理所有值机、海关、安检以及行李托运等手续，负责陪伴您的孩子候机并保管相关文件凭证。

登机后，地面服务人员会将相关资料及无成人陪伴儿童亲自交给客舱乘务员，客舱乘务员将全程悉心照顾您的孩子，并会陪伴您的孩子度过一段愉快的空中旅程。如航班延误，我们会有专人照顾您的孩子，同时会及时通知您。如遇航班取消，我们将及时与您联系通知您接领孩子。

航班到达目的地后，我们将有地面服务人员迎接您的孩子，并在确认接领人信息无误后，安全及时地与接领人办理孩子的交接手续。

(资料来源：中国国际航空公司官方网站. http://www.airchina.com.cn/cn/travel_prep/um_c4.shtml，有删减。)

北京大学出版社版权所有 禁止转载





Information Bank 2-5

无成人陪伴儿童乘机申请书

UNACCOMPANIED MINOR REQUESTED FOR CARRIAGE-HANDLING ADVICE

日期(DATE):

至(To):

儿童姓名(NAME OF MINOR): 年龄(AGE):

(包括儿童乳名-INCLUDING NICKNAME): 性别(SEX):

航程(ROUTING)

航班号 FLT NO	日期 DATE	自 FROM	至 TO

航站 STATION	接送人姓名 NAME OF PERSON ACCOMPANYING	地址电话号码 ADDRESS AND TEL NO
始发站 ON DEPARTURE		
经停站 VIA POINT		
中转站 TRANSFER POINT		
到达站 ON ARRIVAL		

儿童父母或监护人姓名、地址、电话号码

PARENT/GUARDIAN-NAME, ADDRESS AND TEL NO:

北京大学出版社版权所有 禁止转载



1. 我证实申请书中所述儿童在始发站、航班衔接站和到达站由我所列明的人负责接送。接送人将保证留在机场，直到航班起飞以后，以及按照班期时刻表所列的航班到达时间以前抵达到达站机场。

1. I declare that I have arranged for the minor mentioned on the upper side of this sheet to be accompanied to the airport on departure and to be met at stopover point(s) and upon arrival by the person named. These person will remain at the airport until the flight has departed and/or be available at the airport at the scheduled time of the arrival of the flight.

2. 如果由于上表所列接送人未按规定进行接送，造成儿童无人接送时，为保证儿童的安全运输包括返回始发站，我授权承运人，可以采取必要的行动，并且同意支付承运人在采取这些行动中所垫付的必要的和合理的费用。

2. Should the minor not be met as stated on the upper side of this sheet, I authorize the carrier(s) to take whatever action they consider necessary to ensure the minor’s safe custody including return of the minor to the airport of departure, and I agree to indemnify and reimburse the carrier(s) for the necessary and reasonable costs and expenses incurred by taking such action.

3. 我保证该儿童已具备有关国家政府法令要求的全部旅行证件(护照、签证、健康证明书等)。

3. I certify that the minor is in possession of all travel documents (passport, visa, health certificate, etc.)required by applicable laws.

4. 我作为上表所列儿童的父母或监护人，同意和要求该儿童按无成人陪伴儿童的规定，进行运输，并证明所提供的情况正确无误。

4. I, the undersigned father/mother or guardian of the minor mentioned on the upper side of this sheet agree to and request the unaccompanied carriage of the minor named on the upper side of this sheet and certify that the information provided is accurate.

申请人签字(Signature)：

(资料来源：中国东方航空股份有限公司官方网站. http://www.ceair. com/guide2/tslkxz/t2016721_26897.html.)

北京大学出版社版权所有 禁止转载

Situation 8: Service for Special Passengers — VIP 特殊旅客服务——贵宾

C: Good afternoon. Mr. White. May I invite you to our VIP Lounge?

P: Well, thank you.



C: You can relax until your flight is ready for boarding.

P: Where should we go?

C: It is located in the departure hall near your boarding gate. This is Miss Zhang, who will show you there. We are at your service.

Exercises and Practices

1. Complete the following dialogues and practice with your partner.

Dialogue A

C: Good morning. ________(1)________, please? (请出示您的机票和身份证。)

P: Here you are.

C: ________(2)________. (请将您的行李放到秤上。)

P: Is that inside the free allowance?

C: Yes.

P: By the way, can I take this laptop as my hand baggage?

C: That's all right. ________(3)________? (请问您需要什么样的座位？)

P: Window seat.

C: I'm sorry. ________(4)________. (靠窗的座位已经满了。) Will the aisle seat be all right?

P: It's OK.

C: Your ticket and ID card, and ________(5)________. (这是您的登机牌和行李牌。)

Dialogue B

P: I am traveling with my pet. I wonder if I can take it into the cabin.

C: I'm afraid not. ________(1)________ (根据我们公司的规定，宠物只能随货物一起运输)unless it's a guide dog assisting the blind and properly harnessed. You may not keep your dog in the cabin.

P: But how do you ship my dog then?

C: ________(2)________. (把狗装进宠物箱里。)We'll ship it as overweight baggage.

P: Do you offer pet containers then?

C: Yes, we offer ones of different sizes at reasonable price.________(3)________. (我们按超重行李的标准对您的狗和宠物箱收费。) By the way, ________(4)________? (您的狗有健康证吗？)

P: Yes. I've got it ready for ________(1)________. (检验检疫)

北京大学出版社版权所有 禁止转载

Dialogue C

C: Afternoon, madam. May I see your travel documents?

P: Sure. Here you are. But they are not for me, for this little boy.

C: Tom. Is he your son, traveling unaccompanied?

P: I'm his aunt. He will be traveling alone, so we need your help, escorting him through Customs to his destination.

C: Sure. Now let me see the travel documents he needs. Passport, ticket…

P: And here is a form, Unaccompanied Minor Requested for Carriage-Handling Advice.

C: ________(1)________? (谁到机场来接他？)

P: His parent, of course. I've already informed them of the flight schedule.

C: Good. Everything is in order. ________(2)________. (我们给他安排在第一排，这样我们机组的乘务员就能方便地照顾到他了。)

P: You are so thoughtful. Thank you very much.

C: We have prepared an envelope to contain his travel documents. ________(3)________? (作为他的监护人，您能仔细地阅读一下无成人伴随儿童乘机表并填写这封皮上的内容吗？)

P: Here you are. Is that all right?

C: Yes, perfect. Thank you. ________(4)________. (我会把他的护照、机票和其他的文件放到信封里并交给他所乘飞机的乘务长。) During the flight he will be carrying this badge on his chest so that our flight attendants can easily identity and look after him. Wait a moment please. He'll soon be escorted to the cabin crew.

P: Is there anyone to assist him through Immigration and Customs after deplaning?

C: Yes, ________(5)________. (机场的地勤人员会提前得知他将要到港的信息。) When he arrives he will be escorted through arrival formalities and then to meet his parent there.

2. Make up your own dialogues with your partner according to the following situation given.

(1) At the check-in counter, Jim shows his ticket and passport. He has two pieces of baggage to check in. He wants a window seat. As all the window seats have been taken, he can only have an aisle seat.

(2) Mary and Rose are traveling together to Yunnan. Mary's baggage is 5 kg overweight. The clerk at the check-in counter wants her to pay a charge. But she says her friend, Rose's baggage weighs 12 kg and the clerk can pool their baggage and save them the excess baggage charge.

3. Match words from each column.

(1) carry-on luggage	A. 免费行李
(2) check-in baggage or checked baggage	B. 超体积行李
(3) free baggage allowance	C. 超重行李

北京大学出版社版权所有 禁止转载

(4) liquid items	D. 托运行李
(5) unaccompanied baggage	E. 手提行李
(6) excess baggage rate	F. 液体物品
(7) free allowance for luggage	G. 行李标签
(8) label/tag	H. 免费行李重量限额
(9) interline baggage	I. 超重行李费
(10) overweight baggage	J. 无人伴随行李
(11) over-size baggage	K. 转机行李

Further Reading

Airlines' Assistance to Special Passengers

北京大学出版社版权所有 禁止转载

Airlines extend all possible to passengers who have special requests and needs. Everyday requests range from passengers wishing to transport a pet to others with special meal requirements.

Other passengers may require assistance with boarding a plane and getting seated due to a medical problem. Young passengers might require escorting around the airport or while on board, especially if they are traveling for the first time and are unfamiliar with procedures.

It is usually the agent's responsibility to communicate the passenger's request to the carrier. In more complex situations the agent may be required to deal directly with the airline on the customer's behalf, to make the necessary arrangements regarding the passenger's comfort and safety. The agent will format such requests by using special service request commands. Then he will send automated messages in a PNR. The airlines will then read them and respond, confirming or rejecting the request.

For more complicated requests, many agents find it simpler to telephone the carrier and talk directly to airline reservation staff.

The following describes a selection of special passenger categories.

➢ Infants/Babies

A baby is defined by most airlines as a child who has not yet had a second birthday. A child is defined as being between the ages of 2 and 12 after their twelfth birthdays; children are considered adult passengers and no longer qualify for reduced fares.

Babies are not always entitled to a seat, and must be accompanied by an adult. If two children under the age of two are traveling with one adult, a seat must usually be purchased and a child fare paid.

Most airlines will arrange for baby baskets to be available, especially on longer flights. Baskets should be arranged in advance. Baby food can also be ordered in advance. Special life jackets and safety belts for infants are available on board each aircraft.

➢ Child Passengers

Referred to unaccompanied minors. These are children (usually under the age of 12) who, by arrangement, are traveling alone. The age at which a child traveling alone is accepted by an airline, and the procedures applying to UNMPs, vary from airline to airline.

A special UM form should normally be obtained and filled out. This provides the carrier with the name and contact for a responsible adult. The person collecting the child at the destination then signs the same form. During the rest of the travel time a member of either the airport ground staff or the crew will accompany the child.

➢ Pregnant Women

Pregnant women are advised to consult their doctor before traveling. A doctor's letter may be required by some airlines. Traveling in the early stages of a normal pregnancy is usually fine, but carriers should be consulted as regulations for individual carriers may vary.

➢ The Religious Traveler

Many airlines are able to cater for most meal requirements. All specific meal requests are described as "special meals"regardless of whether the request is based on religious belief, health or dietary considerations.

北京大学出版社版权所有 禁止转载

Hot Express

多渠道办理乘机手续

案例 1 中国南方航空

➢ 网上办理乘机手续

网上办理乘机手续，是一种方便快捷的乘机手续办理方式。国内始发的旅客，如果无需托运行李，那么通过网上办理乘机手续并将登机牌打印出来，就可以直接通过安检乘机，无需到机场服务柜台排队办理登机牌，这样可以节省您的时间。国际始发的旅客，如您已打印网上办理乘机手续的凭证，请持该凭证于航班起飞 60 分钟前到机场柜台领取正式登机牌(香港出发旅客除外)。

小贴士：

1. 必须是南航有效的成人电子客票(需要特殊服务或加验其他乘机证明方可运输的旅客除外)才能办理网上乘机手续，传统的纸质客票无法办理网上乘机手续。

2. 必须在飞机起飞前 15 分钟到达乘机口，否则将视为自动放弃座位，机票将按照自愿变更或退票处理。

3. 组团旅行者，可以单独在网上办理乘机手续。

4. 网上乘机手续可在航班预计起飞时间前一天的 14 点至航班预计起飞前 1 小时办理(部分城市可提前办理)。



5. 没有打印机，无法打印登机牌，也可办理网上乘机手续，在网上办理乘机手续之后，可以凭有效证件到机场南航柜台或机场值班主任柜台补打登机牌。

6. 需要托运行李的，也可以办理网上乘机手续。但是，当您到达机场时，必须凭有效乘机证件或登机牌到机场柜台补办行李托运手续。如果在网上办理完乘机手续之后，还有行李要托运，请提前到达机场，在航班截止办理时间前到柜台办理完行李托运手续，各机场柜台截止办理时间请咨询始发当地机场。旅客可携带的行李规格：手提行李每人限带一件(头等舱旅客二件)，每件行李不超过 20 厘米×40 厘米×55 厘米，重量不超过 5 千克。

➢　机场自助乘机

自助乘机，是为了旅客们出行的方便，在机场提供的旅客 DIY 办理相关手续的方式。它是区别于传统机场柜台乘机的一种全新办理乘机手续的方式。使用自助乘机的旅客无需在机场乘机柜台排队等候服务人员为您打印登机牌发票，分配座位，取而代之的是旅客可以通过特定的乘机凭证在自助乘机设备获全部乘机信息，并根据屏幕提示操作选择座位、确认信息并最终获得登机牌。

小贴士：

1. 拥有南航有效国内航班电子客票的旅客，都可以通过自助乘机来快捷方便的办理您的乘机手续。

2. 纸质机票暂时不能通过自助乘机办理乘机手续，如果您持有的是纸质机票，请您到我们的服务柜台，办理乘机手续。

3. 机场检票机办理自助乘机的时间要求和在柜台办理乘机手续一样，在有些机场，最迟需要在航班起飞前 30 分钟办理好乘机手续，但有些机场需要提前到 45 分钟，所以需要您提前留意相关信息。

➢　短信乘机

短信乘机是指旅客通过发送和接收短信息的方式办理乘机手续，南航统一销售服务热线为 95539。目前，第一期短信乘机业务只适用于单个成人旅客办理南航非中转和非代码共享的国内航班。

小贴士：

1. 短信乘机开通时间为航班预计起飞前 1 天 14 点开始至航班预计起飞时间前 1 小时，长春、武汉为航班预计起飞前 2 天 14 点开始至航班预计起飞时间前 1 小时。详情查询网站。

2. 具体操作：发送“ZJ”或“？”到 95539，根据短信提示按步骤操作。之后会收到航班以及座位的确认短信。在航班起飞前凭有效证件到柜台领取正式的登机牌。

3. 南航开通短信乘机业务的国内城市有：北京、长春、长沙、成都、大连、广州、桂林、贵阳、哈尔滨、海口、杭州、南昌、南京、南宁、青岛、三亚、上海、深圳、沈阳、乌鲁木齐、武汉、西安、厦门、郑州、重庆、珠海等。除了国际和地区航线，其他和网上乘机业务开通的一样。

(资料来源：中国南方航空官方网站. http://www.csair.com/cn/tourguide/faq/check-in/sms-check-in. shtml.)

北京大学出版社版权所有 禁止转载

案例 2　中国国际航空公司

➢　网上值机流程

第一步：



第二步：



北京大学出版社版权所有
禁止转载



第三步：



北京大学出版社版权所有
禁止转载

第四步：





第五步：

第六步：

北京大学出版社版权所有
禁止转载



第七步：



打印本页

AIR CHINA 中国国际航空公司 WEB CHECK-IN 网上乘机登记 登机牌

姓名 Name

航班号 Flight/日期 Date/舱位 Class
CA 1557 01SEP P

自 From 北京 PEK
至 To 上海虹桥 SHA 064

登机口 Gate 待定
登机时间 BoardingTime 1100
座位号 Seat No. 15A

ET9992163387502/1

自 From BEIJING
至 To SHANGHAI
航班号 Flight/日期 Date/舱位 Class
CA 1557 01SEP P
座位号 Seat No. 15A
常旅客 FQT
CA 210042814 V
证件号码
NI

GATES CLOSE 10 MINUTES BEFORE DEPARTURE TIME

航班旅客信息：

姓名 Name			电子客票号 ET No.	ET9992163387502/1	
航班号 Flight	CA 1557	日期 Date	01SEP	登机时间 Boarding Time	1100
自 From	BEIJING 北京	至 To	SHANGHAI 上海虹桥	登机号 Boarding No.	064
座位号 Seat No.	15A	常旅客 FQT	CA 210042814 V	舱位 Class	P

温馨提示：(请您保存携带完整A4纸登机牌乘机，破损、污染可能会无法正常扫描条码，致使您的行程延误。)

爆炸品 烟花　腐蚀性物质 电池　毒性物质 杀虫剂　气体-压缩气体　易燃物质 汽油 油漆

您下一步需要，请留有充足的时间到达机场，托运行李（若有），并通过安检，在登机口等待登机。

1. 托运行李 如需托运行李，请在规定的时间前到达机场指定柜台办理。
2. 安检 请持网上打印的登机牌及有效身份证件通过。
3. 登机 尽早到达航班指定登机口候机
4. 起飞

➢ 手机值机流程

第一步：

服务须知

始发站 北京

» 国航手机办理乘机手续服务旅客须知

1、国航手机乘机登记服务时限：每日6:00后可办理次日部分北京始发国航实际运营国内航班的乘机手续；航班预计起飞时间前 90 分钟停止办理。国际航班国内段暂不办理。

更多

已阅知

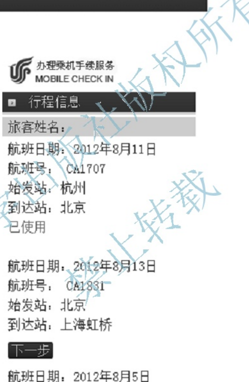
下一步



第二步：



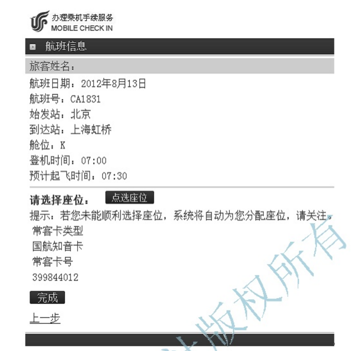
第三步：



北京大学出版社版权所有
禁止转载



第四步：


办理乘机手续服务
MOBILE CHECK IN

航班信息

旅客姓名：

航班日期：2012年8月13日
航班号：CA1831
始发站：北京
到达站：上海虹桥
舱位：K
登机时间：07:00
预计起飞时间：07:30

请选择座位： 点选座位

提示：若您未能顺利选择座位，系统将自动为您分配座位，请关注。

常客卡类型
国航知音卡
常客卡号
399844012

完成

上一步

第五步：

座位图

所选座位号：38F（支持手动输入，格式如：05B）

提示：若您未能顺利选择座位，系统将自动为您分配座位，请关注。

A C　D E F H　J L

已占用座位
可选择座位
您选择的座位
过道
E　紧急出口

确定

北京大学出版社版权所有 禁止转载

➢ 机场自助值机流程

第一步：



北京大学出版社版权所有 禁止转载

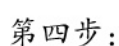
第二步：





第三步：




第四步：



北京大学出版社版权所有
禁止转载



第五步：

AIR CHINA 中国国际航空公司

A STAR ALLIANCE MEMBER

退出

请添加同行旅客或点击下一步

航班号	始发站	目的站	航班日期	起飞时间	舱位
CA177	北京	上海浦东	20110214	1535	经济舱

旅客姓名	票号
程颖	9992148910936

添加同行旅客

添加同行旅客

上一步 温馨提示 选择业务 行程选择 输入信息 完成办理 下一步

北京大学出版社版权所有
禁止转载

第六步：

AIR CHINA 中国国际航空公司

A STAR ALLIANCE MEMBER

退出

请您选择座位，点击右侧的翻页键查看更多座位

CA177	编号	旅客姓名	舱位	出发站	到达站
	1	程颖	Y	北京	上海浦东

目前已选定的座位号：35D

已占座位

可选座位

您的座位

紧急出口

A C D E F H J L

31 32 33 34 35 36

1 / 5

上一步 温馨提示 选择业务 行程选择 输入信息 完成办理 下一步



第七步：



(资料来源：中国国际航空公司官方网站，http://www.airchina. com. cn/cn/index. shtml)

北京大学出版社版权所有
禁止转载



Unit 3 Security Check

Knowledge Frame

- Checking the Personal Items
  - The X-ray Machine Checks the Personal Items
  - Further Check of Bag
- Checking the Passenger
  - Checking with Hand Detector
  - Manual Search
- Special Circumstances

北京大学出版社版权所有
禁止转载



Lead-in

Look at the pictures, what kind of information can you find?



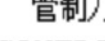
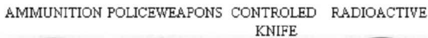
禁止携带下列物品

THE FOLLOWING OBJECTS IS NOT PERMITTED






枪支	弹药	警械	管制刀具	放射物品
FIREARMS	AMMUNITION	POLICEWEAPONS	CONTROLED KNIFE	RADIOACTIVE






易燃易爆	腐蚀品	毒害品	氧化剂	强磁物品
FLAMMABLE EIPLOSWS	CORROSIVES	POISONS	OXIDISING	MAGMETIZED

北京大学出版社版权所有 禁止转载





北京大学出版社版权所有
禁止转载









Warming Exercises

北京大学出版社版权所有
禁止转载

Read and translate the following expressions. Could you add more?

- Carry-on luggage
- Alarm
- Sensitive
- Necklace
- Take off
- Search
- Weapon
- Oversize luggage
- X-ray machine
- Screening
- Liquid
- Cooperation
- Random check
- Security check passage
- Over-weighted
- Metal detector
- Prohibited articles
- Conveyor

Key Sentences

A. Functional Sentence Patterns

1. Please… 请……

例句：Please open your luggage.

请打开您的行李。

Please remove your shoes.

请脱鞋。

Please move on to the security check passage.

请往前走，通过安全检查通道。

2. … is/are not permitted/ allowed. ……是不允许的。

例句：Liquids are not allowed on board.

液态物品是不准上飞机的。

B. Match the following English expressions with Chinese ones.

English expressions:

1. Please take out all metal articles and put them on the plate, such as lighter, phone, keys.
2. Please put your baggage on the belt.
3. Please pass the gate in turn.
4. Please turn round and lift up your hands.
5. Please open your baggage (suitcase).
6. Your baggage needs consigning.
7. Anyone who refuses to go through the screening procedures won't be allowed to board.
8. Please line up and go through the gate one by one.
9. Please take all your belongings with you and may you a happy journey!
10. You two are not allowed to pass through the security gate at the same time.
11. Please open your suitcase for a further check.
12. Sorry, the bag is not permitted to be taken on board according to the new regulation.
13. You can put it into your checked-in baggage or you could leave it here until you come back. But you must come back within 30 days, or you can abandon it.
14. Don't worry. The mat has been disinfected. And hold out your arms and stand with feet apart please.
15. Take off your shoes and take your personal items out of your pockets, and put them into the plates, please.
16. Excuse me, the alarm bell rang. Please accept a check.
17. Keep your bags in your sight at all times.
18. It is dangerous goods, so you can't bring it onto the airplane.

北京大学出版社版权所有
禁止转载

19. Any weapons, ammunition, aggressive tools and any items which are flammable, explosive, corrosive, radioactive or toxic are not permitted on board.

20. Please empty your pockets.

21. Liquids are not allowed on board.

22. Please check in these items.

23. Please check in the oversize luggage.

24. Thank you for your cooperation.

25. Please take off your belt.

26. Please remove your shoes.

Chinese expressions:

A. 请依次通过安全门。

B. 任何一位拒绝接受安全检查的旅客都不得登机。

C. 请带好您的行李，祝您旅途愉快。

D. 对不起，根据最新规定，您不能携带这个包上飞机。

E. 请随时看好您的行李。

F. 请把口袋掏空。

G. 谢谢您的合作。

H. 液态物品是不准上飞机的。

I. 请放心，脚垫是消过毒的。请张开两臂、分开两腿。

J. 请开箱接受进一步检查。

K. 请排队一个接一个地通过安检门。

L. 请把身上的打火机、手机、钥匙等金属物品放在托盘里。

M. 您可以把物品放入已安检的行李，也可以寄存到寄件处。但是您必须在 30 天之内来领取，否则就作为放弃处理。

N. 请脱鞋，并将衣服口袋里的东西拿出来，放在托盘上，谢谢。

O. 任何武器、弹药、攻击性的器械以及易燃、易爆、腐蚀性的、放射性的、有毒的物品都禁止带上飞机。

P. 请脱鞋。

Q. 超大行李必须托运。

R. 请把您的包(箱)打开。

S. 请转身，请把手抬起。

T. 请把您的行李放在传送带上。

U. 您的包需要去办理托运。

V. 不允许两个人同时通过安检门。

W. 对不起，安全门报警了，请接受检查。

X. 这是危险品，禁止带上飞机。

北京大学出版社版权所有 禁止转载



Y. 这些东西请拿去托运。

Z. 请摘掉腰带。

Role Play

According to the given information, completing the security check dialogue in a group of two persons. One plays the security officer, the other plays the passenger.

Basic information:

It is the first time that Mr. Wang takes the plane. Now he is going through the security check. He brings a very big case with him and there are three bottles of 200 ml perfume and one lighter in his luggage.



Information Bank 3-1

北京大学出版社版权所有 禁止转载

关 于 安 检

安检共分为三个级别：一级安检中，所有旅游都要经过严格安检，进行多次X光扫描探测，随身行李全要经过机器和人工的双重安检，行李也要经过爆炸物检测器检测。二级安检中，不少乘客至少要经过两道X光机身体扫描，同时还要脱鞋、解皮带等，接受手持探测仪的搜身检测，乘客随身物品要严格抽检且不能少于50%。三级安检为普通级别，就是众多旅客日常在机场出行时接受的安检步骤。

乘客要为自己行李中的物品负责，所以要随时看好自己的行李，不要交给别人保管。

如果被抽查搜身，机场会让性别相同的工作人员执行搜身的任务。你可以要求在人少的地方进行。

(资料来源：崔金英. 航空服务业英语[M]. 北京：中国纺织出版社，2013: 106-197.)



Information Bank 3-2

安 检 常 识

● **随身携带行李限额**

乘坐国内航班时：随身携带的手提行李总重量不要超过5千克，每件物品的体积不得超过20厘米×40厘米×55厘米，超过规定件数、重量或体积的限制，航空公司将要求行李进行托运。

乘坐国际航班时：通常情况，手提行李总重量不要超过7千克，每件行李体积不超过20厘米×40厘米×55厘米(三边之和不超过115厘米)。乘坐美加航线的旅客只能随身携带一件手提行李。(部分航空公司有特殊重量限制规定，请旅客留意机票上的提示，或向航空公司咨询。)



● **打火机、火柴的规定**

2008 年 4 月 7 日，中国民航局发布公告，禁止旅客随身携带打火机、火柴乘坐民航班机(含国际/地区航班、国内航班)，也不可以放在托运行李中托运。贵重或品牌打火机如来不及托运，可寄存安检部门。

● **锂电池携带规定**

旅客为个人自用内含锂电池的便携式电子装置 (照相机、手机、手提电脑、便携式摄像机等)可作为手提行李携带登机，并且锂电池的额定能量值不得超过 100Wh(瓦特小时)。超过 100Wh 但不超过 160Wh 的，经航空公司批准后可以装在交运行李或手提行李中的设备上。超过 160Wh 的锂电池严禁携带。

便携式电子装置的备用电池必须单个做好保护以防短路(放入原零售包装或以其他方式将电极绝缘，如在暴露的电极上贴胶带，或将每个电池放入单独的塑料袋或保护盒当中)，并且仅能在手提行李中携带。经航空公司批准的 100～160Wh 的备用锂电池只能携带两个。

旅客携带锂电池驱动的轮椅或其他类似的代步工具和旅客为医疗用途携带的、内含锂电池的便携式医疗电子装置的，必须依照相关规定和要求携带并经航空公司批准。旅客可提前与航空公司咨询以便获得帮助。

● **“充电宝”携带规定**

充电宝必须是旅客个人自用携带。

充电宝只能在手提行李中携带或随身携带，严禁在托运行李中携带。

充电宝额定能量不超过 100Wh，无需航空公司批准；额定能量超过 100Wh 但不超过 160Wh，经航空公司批准后方可携带，但每名旅客不得携带超过两个充电宝。

严禁携带额定能量超过 160Wh 的充电宝；严禁携带未标明额定能量同时也未能通过标注的其他参数计算得出额定能量的充电宝。

不得在飞行过程中使用充电宝给电子设备充电。对于有启动开关的充电宝，在飞行过程中应始终关闭充电宝。

● **不能随身携带，但可托运的物品**

除管制刀具以外的如水果刀、剃须刀等生活用刀、手术刀等专业刀具、化妆品，如来不及托运，可以办理相关手续后，在规定时间内由安检部门代为保管。

● **严禁携带及托运的物品**

您乘坐飞机时禁止：枪支(含各种仿真玩具枪、微型发射器及各种类型的攻击性武器)、弹药、军械、警械、爆炸物品、易燃易爆物品、剧毒物品、放射性物品、腐蚀性物品、危险溶液及其他禁运物品带上飞机或夹在行李、货物中托运。凡携带或夹带上述物品的一经查出，立即移交公安机关处理。

● **限制随身携带的液态物品的种类**

液体饮品：如矿泉水、茶水、碳酸饮料、牛奶、酸奶、果汁；

洗漱化妆用品：如牙膏、洗发水、沐浴露、润肤露、剃须泡沫；

北京大学出版社版权所有 禁止转载



凝胶用品：定型水、啫喱水等；

药品：如眼药水、口服或外用药液、喷剂；

液态食品：甜面酱、瓶装、罐装罐头等食品；

气雾剂：喷雾液。

不能通过安全检查的液态物品的处置办法：

如果您携带了不符合安全要求的液态或凝胶物品，这些物品及容器只能弃置。安检部门不设立保管或储存服务。请将液体、凝胶及喷雾类物品放在托运行李内，以便顺利通过安全检查。

(资料来源：中国民用航空局官方网站航旅指南，http://www.caac. gov. cn，有删减。)

Situation

Situation 1: Checking the Personal Items 对随身物品进行安检

北京大学出版社版权所有 禁止转载

(P = Passenger; O = Security Office)

O: Excuse me, sir. Please put all your bags on the belt of the X-ray machine.

P: OK.

O: Take off your shoes and take your personal items out of your pockets, and put them into the plates, please.

P: OK. But what kind of things should I take?

O: Just things like keys, coins, cell phone, watches, lighters, and cigarettes and so on.

P: OK.

O: Please go through the gate.

(The passenger goes through the gate and no alarm sets off.)

O: Please take all your things and may you a happy journey!

P: Thank you.

Situation 2: The X-ray Machine Checks the Personal Items X光机检查

O: Please put all your baggage on the belt and take all your personal things out of your pocket and put them in the tray.

P: I'm sorry. There is a laptop in my baggage.

O: Don't worry about it. The X-ray machine won't damage the laptop. And you should take your laptop out of your bag.

P: That's OK.

(The passenger goes through the gate and no alarm sets off.)

O: Yes, you are all set. Please take all of your belongings with you. Have a good trip!

P: Thank you.

O: Next one, please.

Situation 3: Further Check of Bag 开箱包检查

O: Excuse me, is this your bag?

P: Yes.

O: Please open it for a further check.

P: OK.

O: What's this?

P: It's a small Swiss knife.

O: Sorry, it is not permitted to be taken on board according to Civil Aviation Law of China.

P: Oh, what should I do?

O: You can put it in your checked baggage or you can leave it here until you come back.

P: But I haven't any checked baggage.

O: Then you can only leave it here. But you must come back within 30 days, or you can abandon it.

P: OK. I will abandon it.

O: That's OK. Thank you for your cooperation.

Situation 4: Checking with Hand Detector 手持探测器检查

(When the passenger went through the security gate, the alarm set off.)

O: Excuse me, do you still have any metal items on you?

P: No, nothing else.

O: Please stand on the platform.

P: OK.

O: (Check the passenger with the hand detector, hearing the beep sound.) What is it?

P: I'm sorry. I forgot I had put one coin in my hip pocket.

O: Please take it out.

P: Here you are.

O: That's all. You can leave now.

P: Yes.

O: Don't forget your belongings. Have a good journey.

P: Thank you.

Situation 5: Manual Search (Physical Search) 手工检查

O: This way please. Hold out your arms and stand with your feet apart on that platform.

北京大学出版社版权所有 禁止转载

P: Excuse me. I'm afraid I can't accept this kind of check. I have pacemaker. I'm afraid that the machine will damage it.

O: Well, we will check you with hand.

P: That's all right. Thank you.

(The officer does hand-check the passenger.)

O: Yes, you are all set. You may go now. Have a good trip.

P: Thank you.

Situation 6: Special Circumstances 特殊情境

O: Whose box is it?

P: It's mine. Is it fine? May I take it away now?

O: Hold on a second, please. Maybe your porcelain is broken.

P: Really? Oh, no. Broken? Yes, I dropped it on the floor when I was coming to the airport in a hurry. I didn't think it was broken. It is for my good friend. What shall I do?

O: It's really a great pity. I feel sorry. I guess you might get another one in the duty-free shop.

P: May I go back there now?

O: Sure, you can. But may I know when your flight will take off?

P：At 15: 50.

O: You still have 50 minutes.

P: Can I leave my other baggage here?

O: Oh, it is better if you take them with you. As you see, there are many people and things here.

P: OK. Thank you for your kind suggestions, anyway.

北京大学出版社版权所有 禁止转载



Information Bank 3—3

香港国际机场——手提行李中携带液体、凝胶和喷雾类物品的限制

遵照国际民用航空组织(国际民航组织)的指引，香港国际机场由2007年3月21日开始，在检查旅客手提行李中的液体、凝胶和喷雾类物品时，实施安保规定。

香港国际机场实施的手提行李规定包括：

1. 所有旅客随身携带之液体、凝胶及喷雾类物品，均需以容量不超过100毫升的容器盛载。任何容量大于100毫升的容器，就算未装满液体、凝胶或喷雾类物品，亦不会接纳。





2. 所有盛载液体、凝胶及喷雾类物品之容器，均应储存于一个容量不超过一公升、并可重复密封的透明塑胶袋内，而且要确保塑胶袋完全封妥。



北京大学出版社版权所有
禁止转载

3. 行经安检站时，装有容器的塑胶袋应与随身行李分开摆放，以便进行检查。每名旅客只可携带一个装有容器的塑胶袋。





4. 所有药物、婴儿奶粉／食品及特别饮食所需之物品，经查证后可获豁免。

(资料来源：内容摘自香港特别行政区政府民航处官方网站，http://www.cad. gov. hk/sc/for_travellers. html#restricted.)

Exercises and Practices

1. Complete the following dialogue and practice with your partner.

O: Excuse me, Sir. Please put all your ______(1)______.

P: OK.

O: Take off ______(2)______ and take your ______(3)______ out of your pockets, and put them ______(4)______, please.

P: OK. But what kind of things?

O: Just things like keys, ______(5)______ and so on.

P: And watch?

O: Yes, of course.

P: Now, is it OK?

O: Please ______(6)______ the gate.

(The passenger goes through the gate and no alarm sets off.)

O: Please ______(7)______ and may you have a good trip.

P: Thank you very much.

2. Translate the following sentences into Chinese.

(1) Beijing Capital Airport Security Station welcomes any comments or suggestions on any aspect of our service.

(2) Passengers refusing security screening are not allowed to board the aircraft or enter the airport terminal sterile area, and they will be responsible for any loss.

(3) For information about passengers' checked luggage, please refer to the airline's ground service department.

(4) Please open the bottle of mineral water and drink it.

(5) Please show your boarding pass and credential.

3. Make up your own dialogues with your partner according to the following situation given.

(1) Mrs. Smith is worried about the mat; she won't take off her shoes because she thinks the mat is very dirty.

(2) Mr. Brown has a delicate bottle of perfume in his bag when he is going through the security check.

(3) Mr. Wright brings 4 bottles of alcohol with him.

北京大学出版社版权所有 禁止转载



Further Reading

Dangerous Goods and Banned Items

Both dangerous goods and banned items have potential dangers to the passengers, crew and aircraft. Many of these items are commonly used at work or in the home, but may become a hazard in flight. Because temperature and air pressure changes can cause items to leak, generate toxic fumes or start a fire.

In general, banned items should not be carried on an aircraft in either carry-on or checked baggage. Although the dangerous goods are of a hazardous nature, if handled carefully, the risk associated with that hazardous material could be reduced. Most dangerous goods can be carried safely by air transport providing certain principles are adopted. International organizations and every country have rules and regulations on the air transportation of banned items and dangerous goods.

The following items are some examples banned to board on airplane cabins (though in cases they can be carried as checked baggage):

Knives of any kinds, swords, or other items commonly used in martial arts competitions;

Cutting instruments, including small scissors, small tools such as pliers and screwdrivers;

Baseball bats, Golf clubs, Ski poles and so on.

For ease of identification of dangerous goods, the international community has created universal classification system. All dangerous goods are included in one of the nine primary classes. Some of the classes are sub-divided into divisions. Furthermore, there is a label for each class/division to categorize the nature of the hazard. These labels must be affixed to the outside of the package throughout the transportation.

Some kinds of dangerous goods are listed as following:

- Explosives and firearms: such as matches, fireworks, ammunition;
- Gases and pressure containers: hair spray, oxygen tanks, self-inflating rafts and deeply refrigerated gases such as liquid nitrogen;
- Flammable liquids and solids: fuels, flammable paints, paint thinners; (flammable perfume or other hazardous materials may be carried on board in limited quantities.)
- Poisons: weed killers, pesticides;
- Infectious Materials: medical laboratory specimens;
- Corrosives: drain cleaner, car batteries, and acids;
- Dry Ice(frozen carbon dioxide): Up to four pounds (1.8kg) may be carried on board for packing perishables if the package is vented;
- Magnetic Materials: strong magnets such as those in some loudspeakers, and so on.

北京大学出版社版权所有 禁止转载

Passengers must declare hazardous materials to airlines. Violations can result in either fines or imprisonment.

New EU Aviation Security Regulations

EU aviation security regulations took effect on 6th November, 2006. From the 6th November only containers of l00ml or less of liquids, gels, pastes, lotions and cosmetics may be brought through the passenger security screening points at all EU airports. In addition, these items MUST be presented at the passenger security screening point in a transparent re-sealable bag of no more than one litre capacity, 20 cm×20 cm.

The new rules apply to liquids such as water and other beverages, aerosol cans and toiletries such as toothpaste, shaving cream, hair gel, lip-gloss and creams. There are two exceptions to the rules—baby food and medicines needed during the flight.

Exempt items must also be placed in a separate transparent re-sealable bag and presented separately at the passenger security screening area.

So from the 6th November the following rules apply to liquids in hand luggage:

- Passengers can only take liquids, gels, pastes, lotions and cosmetics in containers of no more than 100 milliliters in size through the passenger security point at all EU airports.
- These containers must be carried in a transparent, re-sealable plastic bag and presented separately to the security screening officers.
- There is a limit of one transparent plastic bag per person.
- The volume of the transparent plastic bag may not be greater than one liter, 20 cm × 20 cm.
- The transparent plastic bag must be re-sealable.

When passing through the passenger security point, a passenger must place the transparent re-sealable bag containing liquids, and other substances covered by the regulations, separately in the tray for X-ray screening.

If a passenger must carry some liquids or other substances covered by the regulations in his hand luggage, he needs to pack them in the required transparent, re-sealable bag BEFORE HE SETS OUT HIS JOURNEY. These bags are available at most local supermarkets. However, during the introductory period, transparent plastic bags will be available at the airport.



Hot Express

世界各国机场安检搜到的奇葩东西！

- 51 种热带鱼

一女子在墨尔本机场被拦住，因为她的脚步声听起来有些水，安检决定仔细检查，于

北京大学出版社版权所有 禁止转载



是他们发现了一条设计奇特的围裙，有很多口袋，装了 15 袋热带鱼，共计 51 个品种。

➢ 18 个人头

2013 年，奥黑尔国际机场的安检查出一批货物里面装了 18 个人头，诸多猜测见于报端，这些人头从哪来？为何要运出去？调查结果表明，它们是合法的医疗用品，由于文件混乱才搞得人心惶惶。这些人头原计划送到罗马一家医疗机构，后经各方达成一致，退回芝加哥销毁。

➢ 炮弹

一名潜水员在打捞沉船时，为自己留了件纪念品，这是枚被珊瑚包裹着的炮弹，据其爆炸性推断，可能是当时用来装在飞机上的，尽管这名冒险的乘客未存坏心，但整个行李区因此紧急疏散人群，三架航班停航，影响了近 300 名乘客的行程。

➢ 死蛇

2007 年，亚特兰大的哈茨菲尔德·杰克逊国际机场一名来自韩国乘客把 30 条死掉的毒蛇装在瓶罐中，托运时被发现。官方还未给出报告说明该乘客携带死蛇的目的。

➢ 痛苦之轮

2012 年，纽瓦克机场查出了一种名为“痛苦之轮”的可怕武器，它有 6 个锋利的刀片，每次掷出就能斩首一人。

➢ 幼虎

2010 年，泰国的曼谷国际机场，一只两个月大的幼虎被藏在手提箱中，发现时它正安静地躺在一堆毛绒玩具中。违反法律的是一名 31 岁的女乘客，她打算把这只小老虎卖到印度的黑市赚 2000 英镑，结果，却被警方逮捕，幼虎也被送到了动物收容所。

➢ 可卡因石膏

有这么一个毒贩，他当真打折自己的腿，然后把可卡因藏在石膏里，从智利的圣地亚哥出发，他刚到巴塞罗那机场就被逮住，此人是为了藏毒品故意打折自己的腿，还是腿折之后才想到贩毒的，这还不能确定，但他绑腿的石膏里共藏了超过 11 磅的毒品，工作人员还在他的行李中发现了毒品，如果他不那么贪心的话，这个计划也许行得通。

➢ 内衣藏猴

2002 年，洛杉矶国际机场，有只长相奇特的鸟从一名男子的包中飞出，此人刚从泰国归来，包中还发现了 50 种珍稀兰花，工作人员问他是否还带了其他违禁品，他大言不惭地说，还有一对猴子在内衣里，两只刚出生不久的小矮猴是美国的一种濒危物种，他们从这个人的内衣中取出，安全送到洛杉矶动物园，最终，这名男子被判处 57 天监禁。

(资料来源：东方网，http://news.eastday.com/eastday/13news/auto/news/world/u7ai4842823_K4.html.)

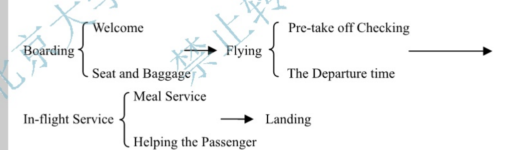
北京大学出版社版权所有 禁止转载



In the Cabin

北京大学出版社版权所有
禁止转载

Knowledge Frame





Lead-in

Look at the pictures, what kind of information can you find?



北京大学出版社版权所有
禁止转载







Warming Exercises

Read and translate the following expressions. Could you add more?

- Boarding
- Stewardess
- Hallway
- General boarding
- Belt
- Buckle
- Pilot
- Upright
- Tight
- Button
- Cart
- Snack
- Tray table
- Vegetarian
- Meal
- Earphone
- Airsick
- Souvenir
- Air bridge

北京大学出版社版权所有
禁止转载

Key Sentences

A. Functional Sentence Patterns

1. …have to… ……不得不/需要……

例句：We have to wait until the ice on the run way has been cleared.

我们得等待跑道上的冰被清除。

I'm afraid you'll have to put your bag under the seat in front of you.
恐怕您要把行李放在您前面的座椅下面。

2. Owing to/Due to/Thanks to/Because of… 由于……

例句：Owing to the air traffic control, we'll wait until a take-off clearance is given.
由于空中交通管制，我们要等待通行许可(才能起飞)。

Due to the loading of cargo, we will wait 15 minutes to take off.
由于货物还未装载完毕，我们还需等待 15 分钟才能起飞。

B. Match the following English expressions with Chinese ones.

Boarding 登机

北京大学出版社版权所有 禁止转载

English expressions:

1. Good morning, madam. Welcome aboard!
2. Your boarding pass/card, please?
3. What's your seat number?
4. Your seat is in the front/middle/rear of the cabin. The window/aisle/middle seat.
5. Your seat is over there, 22B. The seat number is indicated along the edge of the overhead storage compartment.
6. I'll show your seat.
7. Could you please step aside to allow passengers to pass through?
8. I'm afraid you are in the wrong seat.
9. Your bag is far too heavy and won't fit into the overhead compartment. It might fall down in case of turbulence and hurt somebody.
10. Would you mind me putting your bag somewhere else?
11. I'll keep it for you carefully.
12. I'm sorry; you may not leave your baggage here. The aisle shouldn't be blocked.
13. Boarding will start thirty minutes before departure, at 9: 00 a. m.
14. Flight CA933 to Sydney is now boarding at Gate 6.

Chinese expressions:

A. 飞机起飞前 30 分钟即上午 9 点开始登机。
B. 你的行李太重了，放在行李架上不合适，万一遇上颠簸掉下来，会砸伤人的。
C. 我来帮您引位。
D. 您的座位号是多少？
E. 飞往悉尼的 CA933 航班正在 6 号登机口登机。
F. 恐怕您坐错座位了。



G. 对不起，您不能把行李放在这儿，过道不能堵塞。
H. 早上好，女士。欢迎乘坐本次航班。
I. 您的座位在前/中/后舱。靠窗/靠过道/在中间。
J. 您介意我把您的包放在其他地方吗？
K. 您的座位在那儿，22B。座位号标在行李架边上。
L. 您能往边上站一点，让其他旅客过去吗？
M. 我会为您小心保管的。
N. 请出示您的登机牌。

About Flying 关于飞行

English expressions:

1. May I introduce myself, I'm ***, the chief purser of this flight.

2. First, I am on behalf of the air crew welcoming you to the flight CA933.

3. This button turns on your overhead light.

4. This one is the seat recliner button. If you press the button, the back of your chair will recline so that you can relax and be comfortable.

5. The use of the lavatory has been suspended during take-off.

6. The plane is about to take off. Please don't walk about in the cabin.

7. There are toilets in the front and rear of the cabin.

8. No smoking is allowed in the lavatories.

9. We have entered an area of turbulence. The plane may be very bumpy. Please fasten your seat belt and don't walk about in the cabin.

10. You could draw down the window-shade and turn the reading light off and fasten your seat-belt so that you can take a good nap.

11. Blankets and pillows are stowed in the overhead lockers, and eye shades and socks are placed on your seat.

12. In order to ensure the normal operation of airplane navigation and communication system, you are kindly requested not to use your cellular phone/CD player/FM receiver.

13. For take-off, the seat must be in an upright.

14. Our flying time should be approximately 3 hours. So we should be arriving at Shanghai Hongqiao Airport at about 11: 30 a. m.

15. We'll be flying at an altitude of 10, 000 meters, and our cruising speed will be 1, 000 kilometers per hour.

16. There are ten members in our crew, including five stewardesses and one security guard.

17. Please stay in your seat and keep your seat belt fastened until the sign has been turned off.

北京大学出版社版权所有 禁止转载



18. If you have any need, please press the serve button and we'll come to you as soon as possible.

Chinese expressions:

A. 在飞机起飞期间，盥洗室暂停使用。
B. 毛毯及枕头放在上面的柜中，遮目镜及袜子放在您的座位上。
C. 我们的飞行时间大约 3 小时。到达上海虹桥机场大约在上午 11:30。
D. 如果您有任何需要，请按下服务按钮，我们会尽快过来。
E. 首先，我代表机组人员欢迎您乘坐 CA933 航班。
F. 后舱和前舱都有卫生间。
G. 我们已进入紊流区域，飞机可能会颠簸。请您系好安全带，不要在机舱内走动。
H. 为确保飞行和通信系统的正常操作，请您不要使用手提电话 / 激光唱机 / 调频收音机。
I. 我们的飞行高度为 10000 米，巡航速度每小时 1000 公里。
J. 洗手间内禁止任何人吸烟。
K. 飞机起飞时，椅背必须保持垂直。
L. 请允许我自我介绍，我是***，是本次航班的乘务长。
M. 飞机马上要起飞了，请不要在客舱内走动。
N. 这是椅背倾斜钮。如果您按一下，椅背就会倾斜，这样您就会感到轻松而舒适了。
O. 您可放下遮阳板，关掉阅读灯，系好安全带，这样您能好好休息一下。
P. 请在安全带信号消失前坐在座位上，系好安全带。
Q. 这个按钮用来开启您头顶上的(阅读)灯。
R. 我们的机组由十人组成，包括五名乘务员和一名安全员。

北京大学出版社版权所有 禁止转载

In-flight Service 飞行中的服务

English expressions:

1. In a few minutes we'll be serving drinks. Please pull down your tray table.
2. Would you like something hot/cold to drink?
3. We have iced water, orange squash, Coca Cola, Seven-up and so on. Which do you prefer?
4. Would you like me to refill your coffee/tea?
5. Would you like some ice in your drink?
6. It's hot. Mind your hand.
7. Sorry, sir. I'm afraid we don't have what you want on board. Would you like something else? We have Chinese spirits, whisky and brandy.
8. Dinner will be served at about 6: 30 p. m.

9. Are you a vegetarian? We can serve you a vegetarian meal. Would that be all right, madam?

10. Anything else?

11. I'm sorry. There is no more fish left. Can you make a change? We have chicken… Would you like some?

12. May I offer you some refreshments, sir?

13. Sorry, sir. This is a short flight. We only serve beverages and refreshments.

14. Just put the earplugs into your ears and this plug into this hole at your seat armrest. Then you turn this dial and you can get different kinds of music. One of the channels has the sound for the movie.

15. If you feel sick, please use the airsickness bag. It's just located in the seat pocket in front of you.

16. Did you call, sir? What can I do for you?

17. Don't worry. I'll page for a doctor and ask for an ambulance when we reach the airport.

18. I'm sorry to tell you there's no doctor on board. But we've got in touch with the ground staff at destination airport. And they'll take you to the hospital as soon as we get to the airport.

Chinese expressions:

A. 如果您感到恶心，请使用清洁袋。它就放在您前面座位的椅袋里。

B. 对不起，鱼没有了。您能换一道菜吗？我们有鸡肉……您想来点吗？

C. 还要些别的吗？

D. 对不起，飞机上没有大夫。但我们已与目的地机场地面人员取得联系，我们一到机场他们就把您送往医院。

E. 我们马上要供应饮料了。请放下您的小桌板。

F. 我们有冰水、橘子汁、可口可乐、七喜等，您喜欢哪一种？

G. 对不起，先生。飞机上恐怕没有您要的那种酒。来点别的，行吗？我们有中国白酒、威士忌和白兰地。

H. 先生来点点心吗？

I. 只要把小耳塞插入您的耳朵，这个插头插入椅子扶手上的插座孔内，然后转动拨盘，您就能听到不同的音乐，其中一个频道就是电影的配音。

J. 先生，您按的呼叫钮？要我为您做些什么吗？

K. 您是素食者吗？我们可以给您提供素食。女士，您要来点吗？

L. 对不起，先生。这是短途航线，我们只供应饮料和点心。

M. 别着急，我将广播为您找大夫并在您到达机场时要辆救护车。

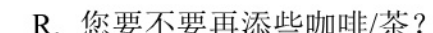
N. 晚餐大概 6 点半供应。

O. 小心烫手！

P. 您想来点热/冷饮料吗？

Q. 您想在饮料里放点冰块吗？

北京大学出版社版权所有 禁止转载



R. 您要不要再添些咖啡/茶？

Landing 降落

English expressions:

1. We are arriving at the destination in 10 minutes.
2. The plane is descending, please don't wear earphones.
3. Please swallow or chew the chewing gum.
4. Please remain seated until the plane has come to a complete stop.
5. Now the plane has come to a complete standstill, you can collect all of your belongings and prepare to disembark.
6. Wait a moment here, please. You'll have to wait until the air bridge is put in its position.
7. Please identify your baggage.
8. Your checked baggage has to be claimed at the Baggage Claim Area.
9. Please take the special bus when you get on the ground and it'll carry you right to the arrival hall.
10. The temperature of our destination is 3 degree Celsius, be sure to keep warm and have a good rest.

Chinese expressions:

A. 请在这稍候。您要等到登机桥被接上才能走。
B. 您到达地面后，请坐机场专用车，它将直接把您送到进港厅。
C. 您的托运行李需到行李提取厅认领。
D. 我们将在 10 分钟后到达目的地。
E. 飞机完全停下前，请不要离座。
F. 目的地气温为 3 摄氏度，请大家注意保暖，好好休息。
G. 请认准您的行李。
H. 现在飞机已经完全停稳了，您可以整理您的行李，准备下飞机了。
I. 请做吞咽的动作或咀嚼口香糖。
J. 飞机正在下降，请不要戴耳机。

北京大学出版社版权所有
禁止转载

Role Play

According to the given information, completing the dialogue in a group of two persons.

Basic information:

It is the first time that Miss Wang takes the plane. She asks for help from you when she boards the plane. What will you do to help her board until the plane lands?

Situation

Situation 1: Boarding — Welcome the Passenger Aboard 登机——迎接旅客

(A=Attendant(乘务员)；P=Passenger(乘客))

A: Good afternoon, sir. Welcome aboard!

P: Good afternoon, where is my seat?

A: May I see your boarding pass, please?

P: Yes. Here it is.

A: 33A. Walk straight ahead to the rear. The stewardess there will show you where your seat is.



Information Bank 4—1

机场候机厅登机英语广播与登机事项

● **正常登机通知**

Ladies and gentlemen, may I have your attention please:

Flight BA380 alternated from Los Angeles to Washington is now boarding. Would you please have your belongings and boarding passes ready and board the Aircraft No. 8 through Gate No. 7. We wish you a pleasant journey. Thank you.

女士们，先生们，各位旅客请注意：

您乘坐的由洛杉矶前往华盛顿的BA380次航班现在开始登机。请带好您的随身物品和登机牌，由7号登机口上8号飞机。祝您旅途愉快。谢谢！

● **催促登机通知**

Ladies and gentlemen, may I have you attention please:

Flight BA380 alternated from Los Angeles to Washington will take off soon. Please be quick to board the Aircraft No. 8 through Gate No. 7. This is the final call for boarding on Flight BA380. Thank you.

女士们，先生们，各位旅客请注意：

您乘坐的由洛杉矶前往华盛顿的BA380次航班很快就要起飞了，还没有登机的旅客请马上由7号登机口上8号飞机。这是BA380次航班最后一次登机广播。谢谢！

● **过境旅客登机通知**

Ladies and gentlemen, may I have you attention please:

Flight BA380 to Washington is now ready for boarding. Transit passengers please show your passes and board Aircraft No. 8 first through Gate No. 7. Thank you.

北京大学出版社版权所有 禁止转载



前往华盛顿的旅客请注意：

您乘坐 BA380 次航班现在开始登机，请过站旅客出示过站登机牌，由 7 号登机口先上 8 号飞机。谢谢！

- **办理登机**

提前两个小时左右到机场比较好，一般是提前 90 分钟开始办理登机手续，先办登记卡，再过安全检查。然后去登机卡上指定的登机口候机。机票上的航班起飞时间前半小时开始登机。

- **特殊服务**

航空公司一般都会和机场签订头等舱、商务舱的服务协议，提供专门的候机服务，包括登机和提前登机。

头等舱的乘客在机场内，可以优先办理登机手续和办理托运行李(40 千克，并且有头等舱行李标识，下机优先取行李)，有专门的头等舱通道。拿到登机牌后，可以去头等舱候机室休息等候，并优先登机。如果航班在远机位，还可以乘坐 VIP 摆渡车过去(不和其他乘客一起坐大摆渡车)。

(资料来源：崔金英. 航空服务业英语[M]. 北京：中国纺织出版社，2013: 113-115.)

北京大学出版社版权所有 禁止转载

Situation 2: Boarding — Seat and Baggage 登机——座位与行李

A: Good morning, madam. What can I do for you?

P1: Where is my seat, please?

A: May I see your boarding pass?

P1: Here you are.

A: 21F. That'll be five rows up on the right, the window seat.

P1: Thank you very much.

……

A: Whose handcart is it, please?

P2: It's mine. What's up?

A: Please don't put your handcart in the overhead compartment. In case of turbulence, it might fall down and hurt somebody. Could you place it under your seat?

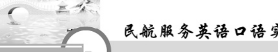
P2: Sure.

A: Thank you.

Situation 3: About Flying — Pre-take off Checking 关于飞行——起飞前检查

(*Announcement*)

The chief attendant: Good morning, ladies and gentlemen. Welcome you aboard W Airline to Beijing. Please make sure that your seat belt is fastened, your seat is upright, and your tray table is closed. Your cabin baggage should be in the overhead compartment or under the seat in



front of you. No smoking will be permitted on this flight.

A: Excuse me, madam. Would you please return your seat back to the upright position?

P: Oh, I'm sorry, but how can I return it back?

A: Just press the button on your armrest.

P: Is that right?

A: OK. Please also check that your seat belt is fastened.

P: Thank you.

A: It's my pleasure. Have a nice trip!



Information Bank 4—2

北京大学出版社版权所有 禁止转载

民航客机上的主要设施

在乘客入座以后，在前排座椅的背袋里备有《安全须知》，供乘客阅读和使用。乘客的座椅上方设有阅读灯、通风器、呼唤铃、氧气面罩。当乘客有事找乘务员时，按呼唤铃。当需要新鲜空气时，转动风量调节柄。卫生间设在客舱的前(中)、后部，当乘客进入卫生间后，必须插好门锁。在客舱的左右两侧设有紧急出口，非紧急情况，不能动用。飞机客舱是增压密封的，为了确保飞行安全，乘客不要碰撞和刻画窗玻璃。如果乘客有什么不懂的地方，空中小姐会及时详细地解释并提供周到服务。

- **上飞机后马上入座**

上飞机后应先坐到自己的座位上，如果在走道上走来走去，会影响其他乘客入座。搭乘国际航线的飞机，有一定的座位号码(seat number)，在入口处要出示登机证(boarding pass)，最好按照空中小姐的指示依序入座。

- **入座后**

由空中小姐带领入座后，把行李放在前面座位下，大衣、帽子等轻便的东西，则放在上面的架子上。这时前面会打出 FASTEN SEAT BELT(系上安全带)和 NO SMOKING(禁止吸烟)的灯号，接着就可以听到通知这些事项的广播。

- **安全装备**

飞机起飞前，飞机上的服务人员会说明救生衣(life jacket 或 life vest)和氧气面罩(oxygen mask)的用法。救生衣大多放在座位下面，氧气面罩在紧急的情况下，会自动由座位上面掉出来。另外，在椅背的口袋(seat pocket)内，有关于安全的说明书，上面写有紧急出口(emergency exit)的位置。

- **洗手间和走道禁止吸烟**

飞机起飞后，开始水平飞行，NO SMOKING 和 FASTEN SEAT BELT 的信号消失。在走道和洗手间是一直禁止吸烟的。当然在禁烟区(non-smoking area)也不可以吸烟。

- **飞机上的洗手间**

巨型喷气客机的普通舱洗手间(Lavatory)，在飞机的中间和后面两个地方。门上有



VACANT 灯号，表示无人使用，如果是 OCCUPIED，则表示在使用中，门一锁上，就会自动亮灯。此外里面备有肥皂、卫生纸，供乘客使用。

● **呼叫钮、纸袋**

在扶手(armrest)的地方有呼叫钮(call button)，可以用来呼叫空中小姐。此外，在椅背的口袋内备有纸袋，可供晕机呕吐或一般装垃圾用。

● **毛毯、枕头、报纸杂志**

飞机上备有毛毯(blanket)、枕头(pillow)，可以让旅客好好休息。这些东西大多放在座位上面的架子上，如果没有，可以问空中小姐。另外在椅背的口袋内，有航空公司发行的飞行杂志(In-flight magazine)，提供旅行的资料、飞行路线图等，非常便利。机上另有普通的周刊、报纸供乘客阅览，可向空中小姐索取。

(资料来源：魏全斌，刘桦，刘忠. 航空服务实用英语[M]. 成都：四川出版社，2010: 146.)

Situation 4: About Flying — the Departure time 关于飞行——起飞时间

P: Why has the flight been delayed?

A: Delayed?

P: Yes. Isn't the departure time 14: 55? It's already 15: 02. Then the flight has been delayed for 7 minutes.

A: The time on your ticket is the time for closing aircraft doors, not the time for taking off. There are about 10 minutes between them. The aircraft will take off in 3 minutes.

P: Oh, I see. Thank you!

北京大学出版社版权所有 禁止转载

Situation 5: In-flight Service — Meal Service 飞行中的服务——餐饮服务

(An attendant comes up to a passenger with a cart)

A: What would you like, sir? Coffee, tea or fruit juice?

P: A cup of hot tea, please.

A: Green tea or black tea?

P: I prefer jasmine tea.

A: I'm awfully sorry but we don't have that on board. Is there anything else you'd like?

P: OK, I'll have black tea.

A: Here you are.

P: Many thanks. By the way, would you tell me when you are going to serve the dinner?

A: Sorry, sir. This is a short range flight. We only serve snack.

P: Oh, I see.

A: Please wait a moment and we'll be back with the snack.

P: Thank you very much.

A: My pleasure.



Information Bank 4—3

飞　机　餐

飞机餐既是民航飞机在航程中供应给乘客的餐饮。飞机餐菜式由航空公司确定，一般由指定供应航机饮食的机构供应，在机场附近制作，并直接运送至航机上，在航程中途飞机稳定时由空中服务员放在手推车上分发给乘客。不同等级客位的飞机餐，在菜式、分量及成本各方面都有分别。

受机舱环境限制，飞行中的膳食较难处理，因为人的味蕾灵敏度在高空中会有所减弱，常常觉得机上供应的食物淡而无味。为此，许多航空都有其专门的餐饮团队，致力于研究和设计机上每一道菜，从技术、品相、口感以及营养等各方面严格控制飞机餐的水准。

例如：

为了照顾到大多数乘客的口味，避免选用辛辣和煎炸类食物。

为确保食物的新鲜程度，选择优质时令食材。

为乘客健康养生，飞机餐一般均为低卡路里、低钠低盐低糖、低胆固醇、低脂肪，甚至无麸质、无乳糖、无刺激性纤维。

乘客在机上用餐时，需注意以下几点：

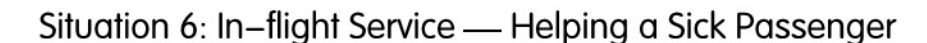
- 常喝水，让味觉保持敏锐。
- 尽量少喝碳酸饮料，因为气压的原因，体内的气体会膨胀。
- 不宜吃得太饱，因为在高空消化液分泌会减少。
- 如果在饮食上有特殊的要求，比如糖尿病人、素食者，可以及早与航空公司联系，航班能提供特殊餐。

常见的飞机特别餐有以下几种：

- 回教餐(Muslim meal)：绝对禁食猪肉及其产品(包括培根(bacon)、火腿(ham)、香肠(sausage))。
- 低盐或无盐餐(Low salt or salt free diet)：没有盐、酱油或其他咸味品。
- 中式素食(Oriental or Chinese vegetarian)：主食换成典型的东方蔬菜，不用大蒜、洋葱或辛辣品调制食物；去掉甜点换成水果，用人造奶油(margarine)代替黄油(butter)。
- 西式素食(Western vegetarian)：用沙拉代替主食，并佐以鸡蛋、奶酪(cheese)及较多分量的沙拉调料，去掉甜点改成水果，并用人造奶油(margarine)代替黄油(butter)。
- 婴儿食品(Baby food)：提供瓶罐式婴儿食物(含多种口味)。
- 糖尿病餐(Diabetic diet)：禁止油炸食品及浓稠调味酱，去掉甜点，换成低糖水果，在不正常的血糖状况时需要不超过 4 小时就进食一次。

(资料来源：根据网络资料整理。)

北京大学出版社版权所有
禁止转载



Situation 6: In–flight Service — Helping a Sick Passenger

飞行中的服务——帮助生病的乘客

(*A passenger looks ill and a stewardess comes up to him.*)

A: Is there anything wrong, sir?

P: I'm suffering from earache.

A: You may feel pain in your ears due to the change in air pressure. You can relieve the earache by eating sweets.

P: Yes, I know. I tried to do that. I've even had three pieces of chewing gums in my mouth. But it hasn't helped much. My ear-drums still hurt.

A: Let me give you some water. Hold your breath and swallow at the same time.

P: Thank you, I can try.

(*The stewardess brings a cup of warm water from the galley.*)

A: How do you feel now?

P: No better.

A: Let me tell you another way to relieve the earache. You just try to stop your nose with the fingers and blow your nose. Like this… (*The stewardess shows him how to do that.*)

P: It's still useless.

A: Have you got a cold?

P: Yes, I caught a bad cold yesterday. My nose is stuffed up.

A: Oh. That's the problem. You can try some nose drops.

P: But how can I get nose drops?

A: Please don't worry. I'll get it for you. Just a moment, please. …Here you are. I think it should be all right in a few minutes.

P: Thanks a lot.

A: How are you feeling now?

P: Much better. Thank you.

北京大学出版社版权所有 禁止转载

Situation 7: Landing — Saying Farewell 降落——道别

A: Now we'd like you to accept this little present as a souvenir.

P: Well, what a lovely gift! Can you tell me what the pattern stands for?

A: Yes. It's a pattern of phoenix and stands for our airlines. Do you like it?

P: Very much. It will always remind me of your great country.

A: I'm glad you like it.

…

Purser: (Announcement) Ladies and gentlemen: The plane has already stopped. Now please

get your belongings ready to disembark. Please get off from the front exit and go over the air bridge.

A: Is your luggage here, sir?

P: Yeah. I have everything with me. Thank you so much for everything you've done for me. It has been a comfortable flight.

A: I'm glad you've enjoyed the flight, and it's a great pleasure for us to be at your service.

P: Well, it's time for me to say goodbye to you.

A: We look forward to serving you again in the future.

P: It certainly will.

A: Goodbye and good luck!

P: Goodbye.



Information Bank 4—4

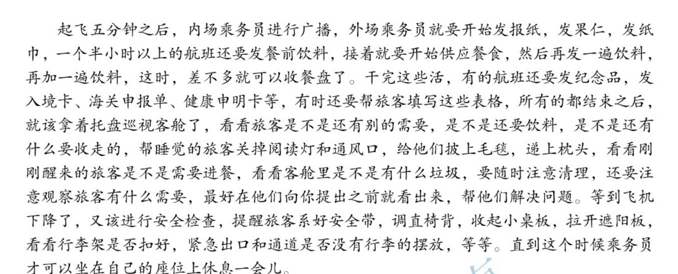
空乘在航班上的工作流程

首先，前一天下午要到公司准备室进行飞行前准备，在准备会上要熟悉第二天的航班的起飞时间、机型、飞机号、航线数据等各个方面的资料，要复习在遇到紧急情况时各个号位该干些什么，乘务员要求对飞机上的各种设备了如指掌，还要整个机组协商好碰到劫机等各种突发事件时的应对措施等。

第二天，要提前一个小时十分钟到飞机上进行准备，首先要检查各种设备是不是完好，如：阅读灯、呼唤铃、小桌板、桌椅靠背，这些是旅客服务面板上的，乘务员服务面板上还要看各种灯光、话筒等各种方面是不是完好，尤其要考虑到紧急状态下要用的各种设备是不是完好，氧气瓶里的氧气是不是够用？灭火器是不是没用过的？充气滑梯是不是压力正常……在旅客登机之前还要对餐食的配备进行清点，要对餐食的数量和质量把好关，对供应品要清点清楚，要看看厕所里要用的面巾纸、卷纸、肥皂、香水、坐垫纸是不是配备齐全，厨房里该准备的茶叶、咖啡、方糖、咖啡伴侣是不是一样不差，该冰的饮料是不是都冰了……最后检查好客舱的卫生，整理好个人的仪表仪容准备旅客登机。

当旅客登机的时候，各个号位的乘务员要站在各自的号位上迎接旅客登机。在旅客登机时要向旅客介绍座位号码的所在，协助旅客安排行李，帮助老幼病残孕旅客找到他们的座位……当上了一车旅客，在等第二车旅客的时候要整理好行李架上的行李，看看旅客是否需要毛毯、枕头，要随时注意旅客有什么需要。等旅客登机完毕，安排好行李，就要进行客舱安全示范动作的表演，随后进行客舱安全检查，包括是否系好安全带，调直椅背，收起小桌板，拉开遮阳板，行李架是否扣好，紧急出口和通道是否没有行李的摆放，当然还要提醒旅客把手机一定要关掉。这是外场乘务员要做的，内场的乘务员还要把厨房电源给关掉，各种锁扣要扣好，餐车要放好，各个衣帽间、烤箱的门都要关好。等做完了这些检查，飞机就要起飞了。

北京大学出版社版权所有 禁止转载



起飞五分钟之后，内场乘务员进行广播，外场乘务员就要开始发报纸，发果仁，发纸巾，一个半小时以上的航班还要发餐前饮料，接着就要开始供应餐食，然后再发一遍饮料，再加一遍饮料，这时，差不多就可以收餐盘了。干完这些活，有的航班还要发纪念品，发入境卡、海关申报单、健康申明卡等，有时还要帮旅客填写这些表格，所有的都结束之后，就该拿着托盘巡视客舱了，看看旅客是不是还有别的需要，是不是还要饮料，是不是还有什么要收走的，帮睡觉的旅客关掉阅读灯和通风口，给他们披上毛毯，递上枕头，看看刚刚醒来的旅客是不是需要进餐，看看客舱里是不是有什么垃圾，要随时注意清理，还要注意观察旅客有什么需要，最好在他们向你提出之前就看出来，帮他们解决问题。等到飞机下降了，又该进行安全检查，提醒旅客系好安全带，调直椅背，收起小桌板，拉开遮阳板，看看行李架是否扣好，紧急出口和通道是否没有行李的摆放，等等。直到这个时候乘务员才可以坐在自己的座位上休息一会儿。

等到飞机落地，各个号位的乘务员要站在自己的号位上，待送走最后一位旅客后，检查一下客舱里是否有旅客遗留的物品，这时，一个航班才算飞完了。

(资料来源：魏全斌，刘桦，刘忠. 航空服务实用英语[M]. 成都：四川出版社，2010: 212-213.)

北京大学出版社版权所有 禁止转载

Exercises and Practices

1. Translate the following passages into Chinese.

(1) Good morning (afternoon/evening), ladies and gentlemen:

Our plane is descending now. Please be seated and fasten your seat belt. Seat backs and tables should be returned to the upright position. All personal computers and electronic devices should be turned off. And please make sure that your carry-on items are securely stowed. We will be dimming the cabin lights for landing. Thank you!

(2) Ladies and gentlemen:

Our plane has landed at ***airport. The local time is ***. The temperature outside is ***degrees Celsius (*** degrees Fahrenheit). The plane is taxiing. For your safety, please stay in your seat for the time being. When the aircraft stops completely and the Fasten Seat Belt sign is turned off, please detach the seat belt, take all your carry-on items and disembark. Please use caution when retrieving items from the overhead compartment. Your checked baggage may be claimed in the baggage claim area. The transit passengers please go to the connection flight counter in the waiting hall to complete the procedures.

Welcome to ***city. Thank you for selecting *** airline for your travel today and we look forward to serving you again. Wish you a pleasant day. Thank you!

2. Make up your own dialogues with your partner according to the following situation given.

(1) A mother with a baby enters the cabin with several bags. She left her bags in the aisle because her baby is crying. A stewardess goes to help her.

(2) The lunch time has passed, but Ms. White is starving. She was sleeping when the crew attendants were serving lunch. She presses the call button and a stewardess comes to ask her what she would like to eat.

(3) When you meet an impolite passenger who wants your telephone number, what will you do?



Further Reading

1. For the Comfort of Passengers

Air travel today has changed significantly. We now transport hundreds of thousands of miles. Aircraft entertainment systems currently in use can provide music, videos, games, internet access, and even display aircraft facts such as altitude and position. Power ports can be installed in accessible locations to the passengers providing ample energy to use laptop computers along with other personal electronic equipment. Noise-canceling headsets block airplane noise while delivering audio with high qualities.

Lighting methods are a crucial part of passenger comfort and in some systems cabin lights are integrated within the same control network as audiovisual and even temperature control. Cabin reading lights can be finely tuned to meet the requirements of the most optically critical user.

Systems such as the Collins Airs about how enable passengers to view information relative to the flight such as current aircraft position, speed, altitude, and time to destination. In addition the Air show can also display various services like news, weather, and business reports.

Satellite television is also finding its way into numerous business and commercial aircraft and the subscription service is cheap insurance so company CEO won't miss the latest episodes of their favorite shows. This technology utilizes a steer able antenna that is driven by an onboard computer, which tracks the satellite constellation using information obtained from the aircraft navigation system. The computer will steer the antenna so that it is always pointing to the appropriate satellite.

Video systems can be every bit as challenging to support as audio. Liquid crystal displays (LCD) are a common device to deliver the video image. The selection of monitors used in aircraft is pretty much a consumer's preference. Of course there are the issues of what is considered suitable for installation in an aircraft.

Using personal electronic equipment on board an aircraft is something that has got the attention of airline officials. The outlet power in the aircraft is not exactly like what they have at home. One of the new requirements is that Federal Aviation Administration (FAA) is limiting individual outlets to a maximum of 200 watts and the outlet has to be self-disabling.

北京大学出版社版权所有 禁止转载

2. Disorderly Behavior

The captain has authority over the aircraft and passengers at all times boarding or on board. He/She may prevent the unruly passengers from travel considered unfit to do so or if the passengers pose a danger to the aircraft or other passengers. The captain will exercise this right if, for example, a passenger is found to boarding, if he/she smokes on board, or uses threatening, abusive, or insulting words or behavior. In those circumstances, the crew members or the airline, at their reasonable discretion, may terminate the passengers' travel. These passengers are being held accountable for their aggressive behavior. The airline may also seek compensation from the unruly passengers for any losses caused by their behavior. Disruption on board an aircraft is a criminal offence and passengers concerned may be prosecuted.

If an airline has accused someone of being disruptive and taken a sanction against him — such as refusing to carry him—he will find it very difficult to gain compensation. He might even find himself in court.

In the whole course, cabin crews are present first and foremost for safety reasons. Their behavior plays a key role. They need to use their wits in dealing with such difficult situations.

北京大学出版社版权所有 禁止转载

Hot Express

盘点飞机上的美食





1. 中国国际航空

➢ 头等舱

早餐中不仅有西式的面包、热食、甜品、水果等，还有中国人喜欢的热腾腾的粥、小菜等中式美食；午餐及晚餐会有 3 种(含)以上的热食供您选择，搭配前菜、沙拉、水果、甜品、面包、黄油、乳酪等。

➢ 商务舱

早餐有可口的小菜和热腾腾的粥；正餐可根据自己的喜好选择肉类、禽类、海鲜等各式家常菜肴搭配各式米面主食；短途航线可品尝到烧饼、三明治、汉堡等各式中西快餐。

➢ 餐食特色

在强调绿色健康的理念下，以季节养生为主，国航为每一位旅客奉上中西式完美结合的国际感觉美食盛宴。突出中餐多元化特色，并且特为各个航线的始发站挑选了精美的当地特色菜品，呈现极具本土特色的风味佳肴。

a. 早餐中不仅有西式的面包、甜品、水果等，还有中国人喜欢的热腾腾的粥等中式美食。午餐及晚餐会有精心挑选的美食，搭配前菜、水果及甜点。

b. 特殊餐食提供儿童餐、宗教餐，需提前 24 小时预订，犹太餐需提前 48 小时预订。

c. 航班在非用餐时段，且飞行时间在一个小时以上，会有茶点、快餐类的餐饮服务。

d. 国航为白金卡旅客提供点餐服务。

e. 紫轩头等舱、紫宸公务舱的部分航线还提供量身定制的个性化餐食服务。

2. 中国台湾中华航空公司

中国台湾中华航空公司在 2012 年 1 月与东京米其林一星主厨谢伟城合作，推出头等、商务舱全新中式套餐，谢伟城挑选东京米其林 China Blue 餐厅的招牌菜，改良设计后作为中华航空机上前菜“酱香烤鸭片衬千层腐皮生菜卷”及甜点“椰香酪梨慕丝”，并设计了羊肚菌煲豚肉原汁、清蒸五色彩蔬麒麟鸡佐五谷养生米饭包、沙嗲酱烩香草猪排及苹果薏仁柚香糖水等新菜色。目前仅有台北至洛杉矶/旧金山的头等舱内可以体验到这些食物。

北京大学出版社版权所有 禁止转载

3. 全日空：“最优秀机上便餐”





享有“最优秀机上便餐”盛誉的全日空从2008年年底开始，对所有从日本出发飞往中国的公务舱餐食进行了重大改革，由著名的日本美食家进行监制的机内美食隆重登场。

➢ 餐食特色

a. 注重细节，以西式和日式餐为主，不可点餐。

b. 仅咖啡、日本茶、苹果汁、矿泉水免费且向乘务员要求才提供，可乐、啤酒付费供应。

c. 特殊餐食需提前24小时预约。考虑到乘客的饮食习惯及对宗教信仰的尊重，全日空特地为乘客准备了各种特殊餐食：如婴儿餐、儿童餐、印度教徒餐、穆斯林餐、素食餐、糖尿病患者餐、清淡餐、低卡路里餐食、低胆固醇餐食。特殊餐食须在出发前24小时提出申请。

4. 新加坡航空："名厨有约"食品丰沛服务贴心

a. 新航的餐饮多次获得过大奖。一般可在西餐或中餐两种菜肴中选择。新航的飞机餐没得说，连经济舱都有菜单，分西餐和中餐。比起国内一些航空公司，新航的飞机餐里的绿色蔬菜绝对色泽诱人，加热后依旧碧绿生青，看着都觉得有食欲。别看是简易的西餐，也会有前菜、正餐和小点，餐后还有冷饮提供。除了提供各式软饮料和果汁外，还有香槟和酒提供。

b. 头等舱乘客可以享受“国际顾问团”的定制餐点。

c. 莱佛士商务舱乘客可于登机前24小时预订主菜。

d. 新加坡航空有一个“名厨顾问团”，新加坡名厨梁兆基和英国名厨高登•拉姆塞都名列其中，而上海苏浙汇的行政总厨朱俊，则是唯一准入的中国籍厨师。如果你乘坐的是新航豪华套房、头等舱和商务舱，就可以提前向这些名厨预订你的正餐。你不一定能在地面预订到这些名厨餐馆的位子，却可以在新航飞机上享用他们的厨艺。

e. 提前订餐，因宗教或有健康需要特别点餐的旅客可在预订机位时预先安排。

北京大学出版社版权所有 禁止转载

5. 中国台湾长荣航空的 Hello Kitty 超级飞机餐



对于搭乘长荣航空 Hello Kitty 彩绘机的旅客来说，从领取登机牌那一刻，Kitty 就无所不在啦。无论是登机牌、行李牌、飞机外身，还是舱内的洗手液、纸杯、荧屏、卫生纸……连空姐也都穿着粉色 Kitty 围裙。

飞机餐自然也不例外，主菜、甜品、调料、餐具甚至纸巾都是全套的 Kitty，这样的飞机餐可能并不是最奢华最好吃的，却一定是最有爱、最让女孩子疯狂和尖叫的。

6. 飞机餐，不能不说的秘密！

➢ 飞机餐没豆制品？怕乘客放屁

在飞机上，不是什么食品都能吃，要做到吃鱼不能有刺，吃肉不能有骨头。由于飞机在飞行过程中经常会出现颠簸状况，这个时候乘客如果吃一些有硬物的食品或者含有刺的鱼，容易噎住。同时，空中配餐还要考虑各种因素的限制，比如豆制品不能上飞机。经过空中加热，乘客吃了豆制品后，容易放屁，在空间狭小的飞机中极易污染环境。

➢ 为防出意外，正副机长配餐不同

给同一个航班飞机配餐，品种也有很大的差异。头等舱与普通舱的乘客，吃的品种就有很大差异。最为特殊的是正机长、副机长、机组乘务员吃的航空餐，也完全不同。

这主要是防止食品出现意外，导致三者同时出现身体异常。三者若吃相同的航空餐，万一食品出现了异常，三者同时出现身体异常，飞行中的飞机就容易出现问题。

➢ 飞机餐“生命”仅 6 个小时

从采购、初加工、热厨、冷厨，再到冷藏、上飞机等，飞机餐要经过多道程序，整个“诞生”过程需要 10 个小时，而“生命”仅 6 个小时，出了航空食品公司超过 6 小时，航空餐就要报废。

➢ 一顿飞机餐价值多少钱?

一顿飞机餐的标准是多少钱？占一张飞机票的百分之多少？是不是飞机票越贵，飞机餐越好?

制作飞机餐，价格比较固定。国内航线，经济舱一份正餐的价格为 22 元，头等舱一份正餐的价格为 40 元；经济舱一份轻正餐的价格为 12 元，干点餐的价格为 5 元。国际地区航线，经济舱一份正餐的价格为 31 元，头等舱一份正餐的价格为 50 元；经济舱一份轻正餐的价格为 21 元，头等舱一份轻正餐的价格为 33 元。

为控制成本，一名旅客只配一份飞机餐，但旅客可以选择主食。

(资料来源：根据网络资料整理，https://site.douban.com/237668/widget/notes/16735006/note/352356347/，有删减.)

北京大学出版社版权所有 禁止转载



Unit 5 Associated Examinations in Airport

北京大学出版社版权所有
禁止转载

Knowledge Frame

- Immigration
- Customs
  - No Declaration
  - Duty
- Quarantine Inspection

Lead-in

Look at the pictures, what kind of information can you find?



北京大学出版社版权所有 禁止转载





北京大学出版社版权所有 禁止转载

Warming Exercises

Read and translate the following expressions. Could you add more?

- Customs
- Declare
- Duty
- Duty-free article
- Disembarkation card
- Immigration officer
- Passport
- Visa
- Confiscate
- Quarantine
- Entry

- Exit
- Single-entry
- Double-entry
- Nationality
- Destination
- Date of issue
- Personal effects/belongings
- Fill out
- Vaccination
- Yellow fever
- Certificate

Key Sentences

Match the following English expressions with Chinese ones.

English expressions:

1. Please write your surname here and your name here with the first letter uppercase.
2. Your destination country is Germany, right?
3. We also need your passport number and country of origin.
4. Your date of birth, and accompanying number.
5. The last is your signature.
6. The inspection of your baggage is over.
7. Have you got anything with you on your person?
8. Let me have your baggage declaration, please.
9. Show me your passport and boarding pass, please.
10. What's the purpose of your visit?
11. How long will you be staying in the United States?
12. I'm just passing through.
13. Where are you staying?
14. I will stay at Hilton Hotel.
15. Do you have anything to declare?
16. If you don't have anything to declare, please go through Nothing to Declare.
17. I am afraid you have to pay duty on this.
18. These cigarettes are for my own use.
19. Sorry, perishables are not allowed.
20. Do you have any liquor or cigarettes?

北京大学出版社版权所有 禁止转载

Chinese expressions:

A. 我将入住希尔顿酒店。
B. 您预计在美国停留多久？
C. 您身上带了什么东西吗？
D. 您的出生日期和偕行人数。
E. 请在这里填写您的姓及名，首字母要大写。
F. 最后是您的签名。
G. 您此次旅行的目的是什么？
H. 请把您的行李申报单给我。
I. 我只是过境而已。
J. 请把护照和机票给我看看。
K. 您将在哪儿住宿？
L. 您还需要填写您的护照号和原住地。
M. 您是前往德国，对吗？
N. 您的行李已经检查完了。
O. 这些香烟是我自己抽的。
P. 您有携带任何酒类或香烟吗？
Q. 您有需要申报的物品吗？
R. 恐怕您要为这件物品付税了。
S. 对不起，易腐物品是禁止入关的。
T. 如果您没有需要申报的物品，请走绿色无申报通道。

北京大学出版社版权所有 禁止转载

Role Play

According to the given information, completing the dialogue of filling out the entry card and customs declaration in a group of two persons. One plays the air crew, the other plays the passenger.

Basic information of the passenger:

Nationality: China

Destination country: Australia

The passenger has a meeting in Sydney and will stay at the Hilton hotel for 3 days . The passenger brings some apples (the specialties of his hometown) with him.



Information Bank 5—1

入境卡填写与海关申报

在飞机抵达前，空姐会发放入境卡(白色)和海关申报卡(蓝色)。由于目的地本国公民不

需要填写，所以空姐可能会问：你有签证(visa)吗？你应该回答“Yes”。

入境卡每人填写一张，海关申报卡每个家庭填写一张。标准的入境卡和海关申报卡都是英文的，但从北京出发的航班也可能有中文的，不管哪种语言，必须用英文填写。

Instructions

All travellers must be identified on a Canada Border Services Agency (CBSA) Declaration Card. You may list up to four people living at the **same address** on one card. **Each traveller is responsible for his or her own declaration.**

Under the law, failure to properly declare goods, currency and/or monetary instruments brought into Canada may result in seizure action, monetary penalties and/or criminal prosecution.

Information from this declaration will be used for CBSA control purposes, and may be shared with other government departments to enforce Canadian laws. For more information see *Info Source* (ref. no. CBSA PPU 018), at a public library or visit **http://infosource.gc.ca**.

Part B – Visitors to Canada

The following duty-free allowances apply to each visitor entering into Canada:

- Gifts (excludes alcohol and tobacco) valued at no more than CAN$60 **each**.
- 1.5 L of wine **or** 1.14 L of liquor **or** 24 x 355 ml cans or bottles (8.5 L) of beer or ale.
- 200 cigarettes, 200 tobacco sticks, 50 cigars or cigarillos **and** 200 grams of manufactured tobacco.

Part C – Residents of Canada

Each resident returning to Canada is entitled to **one of the following personal exemptions** based on his/her time absent from Canada (include all goods and/or gifts purchased or received abroad):

- **24 hours: CAN$50** Not claimable if goods exceed $50. Alcohol and tobacco cannot be claimed.
- **48 hours: CAN$400** This includes alcohol and tobacco (see table below).
- **7 days: CAN$750** This includes alcohol and tobacco (see table below).

Alcohol and tobacco exemption table
1.5 L of wine **or** 1.14 L of liquor **or** 24 x 355 ml cans or bottles (8.5 L) of beer or ale. (You must be of legal age in the province of importation.)
200 cigarettes, 200 tobacco sticks, 50 cigars or cigarillos **and** 200 grams of manufactured tobacco (Special Duty may apply).

Detach instructions

Canada Border Services Agency　Agence des services frontaliers du Canada　**Declaration Card**

– For Agency Use Only –　PAX　R　U.S. V　OV　Cr　O

Part A All travellers (living at the same address) – Please print in capital letters.

1 Last name, first name and initials　名，姓EX:YOU-JU,CHEN
Date of birth 生日：年/月/日　Citizenship: 国籍

2 Last name, first name and initials
Date of birth: Y Y M M D D　Citizenship:

3 Last name, first name and initials
Date of birth: Y Y M M D D　Citizenship:

4 Last name, first name and initials
Date of birth: Y Y M M D D　Citizenship:

加拿大入境卡可以一家人申报写在同一张表格上最多可4人。

HOME ADDRESS – Number, street, apartment No. 家庭住址：街道，门牌号　City/Town 城市/城镇
Prov./State 省/洲　Country 国家　Postal/Zip code 邮编

Arriving by: Air　Rail　Marine　Highway
Airline/flight No., train No. or vessel name 飞机/火车/轮船班次
Purpose of trip: Study　Personal　Business 来的目的
Arriving from: U.S. only　Other country direct　Other country via U.S. 来自哪里

– For Agency Use Only –

I am/we are bringing into Canada:　Yes　No

- Firearms or other weapons (e.g. switchblades, Mace or pepper spray).
- Commercial goods, whether or not for resale (e.g. samples, tools, equipment).
- Meat/meat products; dairy products; fruits; vegetables; seeds; nuts; plants and animals or their parts/products; cut flowers; soil; wood/wood products; birds; insects.
- Currency and/or monetary instruments of a value totalling CAN$10,000 or more per person.

I/we have shipped goods that are not accompanying me/us.

I/we have visited a farm and will be going to a farm in Canada.

物品申报

Part B Visitors to Canada

Duration of stay in Canada 留加总时长
Do you or any person listed above exceed the duty-free allowances per person? (See instructions on the left.)　Yes　No　免税相关

Part C Residents of Canada

Do you or any person listed above exceed the exemptions per person? (See instructions on the left.)　Yes　No　针对加拿大居民不需要填写

Complete in the same order as Part A

	Date left Canada YY - MM - DD	Value of goods – CAN$ purchased or received abroad (including gifts, alcohol & tobacco)	Date left Canada YY - MM - DD	Value of goods – CAN$ purchased or received abroad (including gifts, alcohol & tobacco)
1	离加日期	出境所携物品，不需填写		
2				

Part D Signatures (age 16 and older): I certify that my declaration is true and complete.

1 签名　Date ▶ 日期
2
3 声明所填内容属实且完整

E311 (08/04)　Protected A when completed　BSF311　Canada

Do not fold Declaration Card

(资料来源：360个人图书馆，http://www.360doc.cn/article/12009696_572451899.html.)

一、入境卡

入境卡主要是填写个人信息和签证情况。每张入境卡都有事先印制好的11位数字标



识。由上而下共三部分，上部为说明，中间是入境卡(Arrival Card)，下部是出境卡(Departure Card)。共有21项需要填写。填写时，每个字母、数字或符号占一个格(英文最好全大写)。

1. Family Name ——姓

2. First(Given)Name——名

3. Date of Birth (DD/MM/YY)——生日(按日、月、年的格式填写)

4. Country of Citizenship——国籍

5. Sex (Male or Female)——性别

6. Passport Issue Date(DD/MM/YY)——护照签发日期(按日、月、年的格式填写，在护照照片页能找到。)

7. Passport Expiration Date(DD/MM/YY)——护照过期日期(按日、月、年的格式填写，在护照照片页能找到。)

8. Passport Number——护照号(记得填写的时候带上前面的字母“D”。)

9. Airline and Flight Number——航空公司及航班号

10. Country Where You Live——居住国

11. City Where You Boarded——起飞城市

12. City Where Visa Issued——签证颁发城市

13. Date Issued (DD/MM/YY)——签证颁发日期(在签证上能找到)

14. Address While in XX (Number and Street)——在××的住址(街名及门号)

15. City and State——城市和州

16. Telephone Number in XX Where You Can Be Reached——在××的联系电话

17. Email Address——电子邮件

18～21项是前面1～4项的重复，再填写一遍就行了。

卡的背面不需要填写任何东西。

入境时，海关会在卡片的下方盖一日戳，然后，这个标有“Departure Record”的小纸片(仅下方出境卡部分)就被撕下来，钉在你的护照上的签证那一页退回给你。出境卡一定要保留好。

二、海关申报卡

1. Family Name 姓：__________　First(Given)名__________　Middle 中间名________

2. Birth date 出生日期：Day　日__________　Month 月__________　Year 年________

3. Number of family members traveling with you 与你同行的家庭成员人数

4. a. XX street address (hotel name/destination)在××居住地址(旅馆名称／目的地)

b. City 城市

c. State 州

5. Passport issue by (country)发护照国家

6. Passport number 护照号码

7. Country of Residence 居住国家：填“China”

北京大学出版社版权所有 禁止转载



8. Countries visited on this trip prior to XX arrival 此次来××之前去过的国家

9. Airline/Flight No. or Vessel Name 航空公司/班机号码或船名

10. The primary purpose of this trip is 此次旅程的目的主要是

11. I am (We are) bringing 我(我们)携带

  a. fruits, vegetables, plants, seeds, food, insects 水果、蔬菜、植物、种子、食物或昆虫

  b. meats, animals, animal/wildlife products 肉类、动物或动物/野生动物制品

  c. disease agents, cell cultures, snails 带病原体、细胞培养物或蜗牛

  d. soil or have been on a farm/ranch/pasture 土壤或曾经去过的农场或牧场

12. I have (We have) been in close proximity of (such as touching or handing) livestock outside. 我(我们)曾靠近(如触碰或接触)牲畜

13. I am (We are) carrying currency or monetary instruments over $10, 000 U. S. or the foreign equivalent. 我(我们)携带现金或财物品，其价值超过一万美金或相当于一万美金的外币。

14. I have (We have) commercial merchandise: (article for sale, samples used for soliciting orders, or goods that are not considered personal effects) 我(我们)携带了商业物品：(贩卖物品、商业样品或任何不属于个人所有的物品)

15. Residents — the total value of all goods, including commercial merchandise I/We have purchased or acquired abroad, (including gifts for someone else, but not items mailed to the U.S.) and am/are bringing to the U. S. is: 当地居民——我们带入美国所有物品(包含商品及礼品，但不包含邮寄入美国的物品)的总价值为：

Visitors — the total value of all article that will remain in the U. S., including commercial merchandise is: 观光客——将留在美国境内的物品价值(包含商品)为：

北京大学出版社版权所有 禁止转载

I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FORM AND HAVE MADE A TRUTHFUL DECLARATION. 〈我已阅读过背面的说明，且已就实申报〉

Signature; Date(day/month/year)签名及日期(日/月/年)：签中文名就行，日期按日/月/年的格式填写。

(资料来源：崔金英. 航空服务业英语[M]. 北京：中国纺织出版社，2013: 168-171.)

Situation

Situation 1: Immigration 入境

(I=Immigration(移民局官员)；P=Passenger(乘客))

I: Can I have your passport, your immigration form, and your customs declaration form, please?

P: OK. Here they are.

I: How long will you be staying in the United States?

P: About one month.

I: And what's the purpose of your visit?

P: Sightseeing.

I: And where will you be staying?

P: At the Hilton Hotel in New York.

I: Okay. Could you put your hand baggage on the counter, please? Do you have any gifts, plants, or food here?

P: Yes. I have some Chinese apples in my suitcase.

I: OK. Take that bag, please. See, go to the Counter 3, down there.

P: OK.

北京大学出版社版权所有 禁止转载

Situation 2: Customs(1) 海关(1)

(C=Clerk(工作人员)；P=Passenger(乘客))

C: Is this all you have?

P: Yes. This and this.

C: Please open your baggage.

P: OK.

C: What's in this?

P: This is a camera.

C: Is this a gift?

P: No, it's for my personal use.

C: Do you have anything to declare?

P: No. I don't.

C: Bye-bye. OK. Next.



Situation 3: Customs(2) 海关(2)

(Setting: Miss Brown has two bottles of perfume going through the red channel and she is asked to pay duty on them.)

C: Would you like to show your list?

P: Oh, yes. Here you are.

C: Well, this is quite a list, isn't it?

P: Yes. I put down everything. I wonder if you have noticed that I have two bottles of perfume listed in the declaration. Shall I have to pay duty on them?

C: Yes, I'm afraid so.

P: And what will the duty on the perfume be?

C: It will be 40 dollars.

P: Oh, goodness. That's almost as much as I paid for the perfume.

C: I'm sorry. But the duty on perfume is very high.

P: However, I think I'd better pay the duty. You see, it's my favorite perfume.

北京大学出版社版权所有 禁止转载



Information Bank 5—2

关于化妆品关税

根据有关规定，旅客自带物品应以个人自用、合理数量为原则。超过规定数额但仍在合理数量以内的个人自用进境物品，由进境物品的纳税义务人在进境物品放行前按照规定缴纳进口税，入境旅客行李物品的化妆品税率为 50%。对超过合理、自用数量的进境物品应当按照进口货物依法办理相关手续，即必须由有进出口经营权的企业申报货物进口，而非个人物品申报。进口货物税率依据化妆品进行归类，归入 10 位数 HS 编码后确定其监管条件(如商检)、税率(关税、增值税、消费税)。具体应以进境时现场海关审查验核后的确认为准。

(资料来源：中国海关总署官方网站，http://www.customs.gov.cn/publish/portal105/tab7402/info147969.htm.)



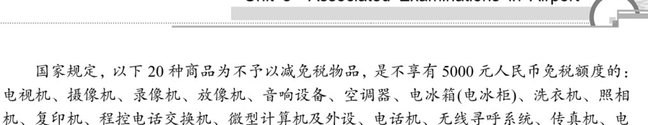
Information Bank 5—3

关于中国出入境海关申报相关知识

1. 进境旅客携带有下列物品的，应在申报单相应栏目内如实填报，并将有关物品交海关验核，办理有关手续：

(1) 动、植物及其产品，微生物、生物制品、人体组织、血液及其制品。

(2) 居民旅客在境外获取的总值超过人民币 5000 元(含 5000 元，下同)的自用物品。



国家规定，以下20种商品为不予以减免税物品，是不享有5000元人民币免税额度的：电视机、摄像机、录像机、放像机、音响设备、空调器、电冰箱(电冰柜)、洗衣机、照相机、复印机、程控电话交换机、微型计算机及外设、电话机、无线寻呼系统、传真机、电子计数器、打字机及文字处理机、家具、灯具和餐料。

(3) 非居民旅客拟留在中国境内的总值超过2000元的物品。

(4) 酒精饮料超过1500毫升(酒精含量12度以上)，或香烟超过400支，或雪茄超过100支，或烟丝超过500克。

※注：此条规定按烟酒的一般容量标准即为“两条烟两瓶酒”，但特殊容量的另计。关于烟酒的限量，按照规定①香港、澳门地区居民及因私往来香港、澳门地区的内地居民，免税香烟200支，或雪茄50支，或烟丝250克，免税12度以上酒精饮料限1瓶(750毫升以下)，②其他旅客，免税香烟400支，或雪茄100支或烟丝500克；免税12度以上酒精饮料限2瓶(1500毫升以下)。

(5) 人民币现钞超过20000元，或外币现钞折合超过5000美元。(外币现钞折合超过5000美元，须申报后入境，不论数额多少都可入境；对残破严重的货币，海关不接受申报。)

……

2. 出境旅客携带有下列物品的，应在申报单相应栏目内如实填报，并将有关物品交海关验核，办理有关手续；

(1) 文物、濒危动植物及其制品、生物物种资源、金银等贵重金属。

(2) 居民旅客需复带进境的单价超过5000元的照相机、摄像机、手提电脑等旅行自用物品。

※注：填写申报单并经海关验核盖章后，旅客须保存该申报单至复入境时向海关提交。

……

(资料来源：摘自中国海关总署官方网站，http://www6.customs.gov.cn/shantou/tabid/68146/Default.aspx.)

Situation 4: Quarantine Inspection of China Sector at the airport 机场检验检疫

C1: Good morning, please give me the card you have filled in.

P: Here you are.

C1: Did you come from Kenya?

P: Yes, I came from Kenya.

C1: Oh, can you show me your vaccination certificate, please?

P: Just a moment. Here you are.

C1: I'm sorry. The yellow fever vaccination is not valid any longer in your certificate.

P: Is it not? Well, what shall I do now?

C1: You will have to take the vaccination against yellow fever here.

P: OK, where shall I take the vaccination?

北京大学出版社版权所有 禁止转载

C1: Please follow that person. She will take you to the vaccination infirmary.

P: Thank you.

C2: Good morning, please follow me to have your injection in the infirmary.

P: OK.

C2: Please take off your coat and roll up your sleeve.

P: Is it painful?

C2: A little. But if you relax your muscles, the pain will be milder.

P: I'm very afraid of pain. Could I have a smaller dose?

C2: Well, the dose is defined. And a smaller amount won't be so effective.

P: Oh, I see.

C2: OK, let me rub it with cotton wool.

P: Finished?

C2: Yes, please hold the cotton wool on your arm for a while. And please pay RMB 60 for the vaccination.

P: All right, thank you. Here you are.

C2: Here is your receipt. Bye.

P: Bye-bye.



Information Bank 5—4

Inspection and Quarantine Information for Entry into China (中国入境检验检疫须知)

北京大学出版社版权所有 禁止转载

- **Objects prohibited from being carried into China 禁止携带入境的物品**

(1) Human blood and products thereof; 人血及其制品

(2) Fruits, peppers, eggplants, tomatoes; 水果、辣椒、茄子、西红柿

(3) Animal carcasses and specimens; 动物尸体及标本

(4) Soil; 土壤

(5) Pathogenic micro-organisms of animals and plants, pests and other harmful organism; 动植物病原体、害虫及其他有害生物

(6) Living animals (except cats and dogs as pet) and genetic material including semen, zygote and embryo; 活动物(伴侣犬、猫除外)及动物精液、受精卵、胚胎等遗传物质

(7) Eggs, raw hide and skin, hair, hoofs, fat or oil, animal meat(including viscera) and its products, fresh milk, cheese, butter, cream, whey powder, silkworm chrysalis, silkworm eggs, animal blood and its products, and aquatic animal products; 蛋、皮张、鬃毛类、蹄骨角类、油



脂类、动物肉类(含脏器类)及其制品，鲜奶、奶酪、黄油、奶油、乳清粉，蚕蛹、蚕卵，动物血液及其制品，水生动物产品

(8) Genetically Modified Organisms; 转基因生物材料

(9) Waste and used clothes. 废旧服装

(资料来源：海南出入境检验检疫局官方网站(原始出处：国家质量监督检验检疫总局) http://www.hiciq.gov.cn/index. php?a=show&c=index&catid=192&id=782&m=content.)



Information Bank 5—5

出入境人员健康申报表

HEALTH DECLARATION FORM ON ENTRY/EXIT

Entry-Exit Inspection and Quarantine of the P. R. China

北京大学出版社版权所有 禁止转载

According to the FRONTIER HEALTH AND QUARANTINE LAW OF THE PEOPLE'S REPUBLIC OF CHINA, for your and others' health, please fill in the form truly and completely. False information of intent will be followed with legal consequences.

Name ____________________ Sex: ☐Male ☐Female

Date of Birth ____________________ Nationality/Region ____________________

Passport No. ____________________ The destination ____________________

Flight(boat/ train/bus)No. ____________________ Seat No. ____________________

1. The itinerary of the next 7 days in China

____

Vehicle of your next trip, Flight(boat/ train/bus)No. ___________ Date___________

Contact address of the next 7 days in China.

____

Contact telephone number (Residential or Business or Mobile or Hotel)

____

Contact information for the person who will best know where you are for the next 7days, in case of emergency or to provide critical health information to you, please provide the name of a close personal contact or a work contact. This must NOT be you.

Name ______________________ Telephone No. ______________________

2. If you leave China in 7 days, please fill in the Departure Date _____/_____ (mm/dd)

The destination country______________________， Flight(boat/ train/bus)No. ___________

3. Please describe the countries and cities(towns) where you stayed within the last 7 days?

____

4. Have you had close contact with patients of flu or person with flu-like symptoms within the last 7 days?

Yes☐ No☐

5. If you have the symptoms and diseases Please mark with " √ "in the corresponding "☐"

☐Fever ☐Cough ☐Sore throat ☐Muscle and joint pain ☐Stuffy nose

☐Headache ☐Diarrhoea ☐Vomiting ☐Runny nose ☐Breath difficulty ☐Fatigue

☐Other symptoms____________________

I declare that all the information given in this form is true and correct.

Signature of passenger ____________________Date: ____________________

Temperature (for quarantine official only): ____________________℃
Signature of quarantine official : ____________________

(资料来源：首都之窗官方网站(原始出处：国家质量监督检验检疫总局)http://www.ebeijing.gov.cn/feature_2/AInfluenza/GovernmentMeasures/t1050328.htm)

北京大学出版社版权所有 禁止转载

Exercises and Practices

1. Complete the following dialogue and practice with your partner.

C: May I see your passport, please?

P: ________(1)________.

C: What's the purpose of your visit?

P: ________(2)________. (旅游观光)

C: ________(3)________in the United States?

P: About one week.

C: Where are you staying?

P: I will ________(4)________. (住在希尔顿酒店)

C: Do you have a return ticket to Beijing.

P: Yes.

C: OK. Have a nice trip.

P: Thank you.

2. Match the two columns sentences and put them into right order to form a dialogue.

Agent

A: OK. Please open your luggage, and I'll tell you what you should declare.

B: How many bottles have you got with you?

C: Hello, madam. Have you anything to declare?

D: You should declare the video camera, the camera and the films. Do you have any alcohol?

E: See you. Have a good journey.

F: I'm sorry. According to the regulations, a passenger can only take 2 bottles on board the aircraft. So you can't take so many.

G: You may give them to your friends who come to see you off. This is the Customs Declaration Form. Please fill in it. And then you can go through the other formalities. Be sure to keep the form safe.

Passenger

a. All right, thank you. See you.

b. Oh, I don't know. This is my first time in China. I don't know what should be declared.

c. Six bottles.

d. All right. Here you are.

e. Yes, I have got some Beijing Erguotou. This is a special local product, so I want to take some back for my friends.

f. What shall I do with my 4 more bottles?

北京大学出版社版权所有 禁止转载

3. Read and translate the following passages into Chinese.

Passage A:

There are two channels, red and green, in China customs. Take the red one if you have something to declare, otherwise the green one. If you are uncertain which channel you should take, then take the red one.

Passage B:

Good morning, this is the Quarantine Inspection of China sector. Please fill in the Quarantine Declaration Form according to the items on the card: name, sex, nationality, passport number and the countries and cities where you have stayed within the last 4 weeks. The most important is to fill in the country or region where you have come from. Please mark the following symptoms or illnesses you have now, and the items of food and plants that you are bringing into China. Finally, please don't forget to sign your name. Thank you.

4. Make up your own dialogues with your partner according to the following situation given.

(1) Mr. Li will go to Swiss by air. He wants to take a bottle of Chinese wine to his friend. Now he is at the Customs.

(2) Miss Alice is flying back to Canada. She has bought three bottles of perfume and two watches for his friends. Now she is going through the Customs Inspection.

(3) Mr. Muller who came from Indonesia arrives at the Quarantine Inspection of the airport,

but his yellow fever vaccination is no longer valid in his vaccination certificate.

Further Reading

- Customs

All inward/outward passengers, except those who are exempted from the Customs inspection and control in accordance with relevant regulations, or those under the age of 16 who are travelling with accompanied adults, shall make a factual declaration to the Customs at airports of entry by completing a Declaration Form.

Passengers who select "No"in all the items on the Declaration Form may choose to go through "Nothing to declare Channel"("Green Channel") for Customs procedures. Those who select "Yes"in the items on the Declaration Form shall provide in the corresponding spaces such details as description (type of currency), quantity (amount), model, etc. , before choosing to go through "Goods-to-declare Channel"("Red Channel").

- Check-in Luggage and Issue Boarding Pass

Please approach check-in counter with ticket, valid passport and visa. Check in luggage and issue boarding pass. If your flight will transit via another domestic airport, please wait for boarding after check through "Passages". Please ask check-in personnel for details. If the flights you take will exit from other domestic airport, please go through the S passage and security check.

- Inspection and Quarantine

Chinese citizens who will leave China for over one year are suggested to accept medical check-up in inspection and Quarantine department to obtain valid health certificate. Passengers heading for some epidemic-stricken area should have necessary immune prevention and vaccination.

- Immigration

Overseas visitors should present valid passport, visa, exit registration card and boarding pass, to exit from China within the period designated on the valid entry visa. Chinese citizens (including citizens of Hong Kong and Macao) should present valid passport, visa, exit registration card and boarding pass. If you hold immigration certificate issued by related department, please present it in time.

- Security Check

Please prepare boarding pass, airline ticket and valid ID card in advance, so as to present them to security personnel. In order to ensure the safety of the flight, passengers should go through the detection passage, and hand carry you articles shall be examined by X-ray.

- Waiting and Boarding

Now you can wait for your flight at the boarding gate designated on the boarding pass.

北京大学出版社版权所有 禁止转载



Usually, the boarding will begin 40 minutes before departure. Please pay close attention to the broadcasting. The boarding pass needs to be presented while boarding, please prepare it in advance.

Hot Express

海 关 新 规

“史上最严的海关新规又来了！为什么每次都是最严呢？！！！”



中国海关总署，已明确规定了：**上述 5 类入境行李不予放行！**

对于一名乘客，你最容易遇见的就是：

第三条进出境的物品超出自用合理数量，按规定应当办理货物报关手续或其他海关手续，其尚未办理的；

规定明确旅客进境携带在境外获取的个人自用进境物品，若不在“自用合理数量”范围内，海关将“暂不予放行”，并对物品进行“暂存”。

问题的关键所在：何为“自用合理数量”？





▲这样，就太说不过去了

海关对新政的理解是：以皮鞋为例，个人正常携带一两双皮鞋进境不会受影响，但如果一名旅客携带五六双甚至更多同一款式的皮鞋进境，就可能被认定为用于商业用途，不予放行。

如果，万一那么不幸，你被海关检查到超出自用合理数量物品，暂不予以放行，那要怎么办？

北京大学出版社版权所有
禁止转载



那么被海关暂存的物品有可能拿得回来吗？那就需要具体问题具体分析，并且严格按照海关规定认真办理手续。



最后提醒一下各位出行旅客：中国海关对于回国和入境旅客，享有的5000元境外免税额是指所有境外购买的商品总额。超额部分将被海关征税，对不可分割的单件物品，全额征税。

（资料来源：尼泊尔旅行. 搜狐旅游，http://travel.sohu.com/20160626/n456416887.shtml. 有删减。）

北京大学出版社版权所有 禁止转载



Flight Irregularity

Knowledge Frame

Delay
Cancellation
Overbooking

北京大学出版社版权所有
禁止转载





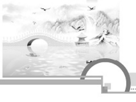
Lead-in

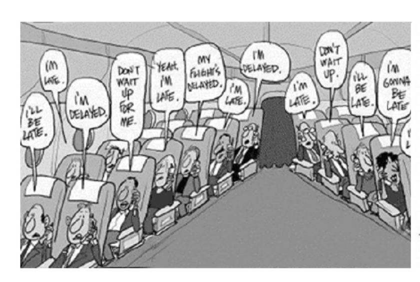
Look at the pictures, what kind of information can you find?





北京大学出版社版权所有
禁止转载





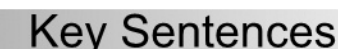


Warming Exercises

Read and translate the following expressions. Could you add more?

- Delay
- Cancel
- Overbooking
- Inform
- Accommodation
- Owing to
- Thunderstorm
- Voucher
- Hail
- Visibility
- Take off
- Clearance
- Fog
- Typhoon
- Beverage
- Estimated time of departure (ETD)
- Estimated time of arrival (ETA)
- Actual time of departure (ATD)
- Actual time of arrival (ATA)

北京大学出版社版权所有
禁止转载



Key Sentences

Match the following English expressions with Chinese ones.

English expressions:

1. The airport of our destination has been closed. The reason is unknown at the moment.
2. The flight will be delayed because of a torrential rain in our destination.
3. We can't take off because the airport is closed due to poor visibility.
4. The flight has been delayed because of bad weather.
5. The flight has been delayed due to some mechanical troubles. The engineers are making a careful examination of the plane.
6. The flight will be delayed about 2 hours due to ground fog.
7. Owing to the heavy air traffic, we'll wait until a take-off clearance is given.
8. I'm sorry, we have not got the information.
9. The time of departure will be announced as soon as possible.
10. We have to wait until the ice on the runway has been cleared.
11. Our plane can't take off until the cargo is loaded.
12. We are waiting for a few passengers to complete boarding formalities.
13. The plane will take-off as soon as the weather gets better.
14. If we have any further information, we'll let you know immediately.
15. We have just been informed that this flight has been cancelled due to a mechanical problem. We'll have to stay here overnight. Please take your belongings and prepare to disembark.
16. Don't worry. We'll provide free accommodation for every passenger.
17. Your accommodation will be arranged by our airline.
18. There is a heavy thunderstorm ahead of us. We have no way to pass it. So we have decided to return to Beijing. We're very sorry for the inconvenience.
19. We are going to fly round a thunderstorm. We expect to arrive in Xiamen 20 minute behind schedule.
20. Due to heavy rain in Wuhan area, we regret to inform you that we're going to land at Luoyang Airport and perhaps have to stay overnight there. After landing, please take your belongings with you when you disembark.

北京大学出版社版权所有
禁止转载

Chinese expressions:

A. 我们正在等待几位乘客办理登机手续。



B. 由于天气恶劣，航班已延误。

C. 很抱歉，我们还没有等到消息。

D. 一旦天气好转，飞机马上起飞。

E. 目的地机场已关闭，原因目前还不清楚。

F. 您的食宿将由我航空公司负责安排。

G. 我们抱歉地通知您，由于武汉地区下大雨，我们将备降洛阳机场，可能还要在那里过夜。飞机落地后请拿好自己随身物品下飞机。

H. 由于空中航班拥挤，我们要等待通行许可(才能起飞)。

I. 我们已接到通知，由于机械故障本次航班已取消。我们将在这里过夜，请拿好随身物品准备下飞机。

J. 我们将绕过雷雨区，预计到达厦门晚点 20 分钟。

K. 由于低能见度，机场关闭，我们不能起飞了。

L. 由于地面有雾，本次班机将延误约两小时。

M. 我们的飞机要装完货才能起飞。

N. 别担心，我们将为每位乘客提供免费食宿。

O. 由于目的地正下着倾盆大雨，我们航班将会延误。

P. 由于机械故障，航班已延误，机械师们正在对飞机进行仔细检查。

Q. 起飞时间将尽快通知。

R. 如果有进一步的消息，我们会立即通知大家的。

S. 我们须等待跑道上的冰被清除。

T. 我们前方有大雷雨，无法穿越。我们决定返回北京。非常抱歉由此给您带来的不便。

北京大学出版社版权所有
禁止转载

Role Play

1. According to the given information, completing dialogue in a group of two persons.

The flight for Hong Kong has been delayed for 2 hours due to bad weather. At the waiting room, one passenger asked for something to read; another passenger asks for some drinks.

2. Practice the following announcement.

Announcement:

Passengers for Paris, attention please. I am sorry to inform you that your flight FM933 is cancelled at last. And I am sorry to keep you wait for more than 3 hours. You cannot get to Paris today owing to the heavy snow in Beijing and thick fog in Paris. Since you'll have to stay in Beijing tonight, we will accommodate you with food and lodging free of charge. Those who need free accommodation please go to counter A1 to register. We have limousines to take you to the hotel in 20 minutes.





Information Bank 6—1

航空公司关于不正常航班(延误、取消等)的相关规定

北京大学出版社版权所有
禁止转载

● **中国国际航空公司**

由于机务维护、航班调配、商务、机组等原因，造成航班延误或取消，我们将向您提供航班动态信息、安排膳宿等服务。由于天气、突发事件、空中交通管制、安检以及旅客等原因，造成航班延误或取消，我们将向您提供航班动态信息，协助安排膳宿，费用由您自理。

(http://www.airchina.com.cn/cn/info/travel-prep/travel-notice/passengers-info/passengers_info.shtm)





- **中国南方航空公司**

1. 由于机务维护、航班调配、商务、机组等南航自身原因，造成航班在始发地点延误或取消，南航将免费向您提供航班动态信息及餐食、住宿等；

2. 由于天气、突发事件、空中交通管制、安检及旅客等非南航自身原因，造成航班在始发地延误或取消的，南航将向您提供航班动态信息，并协助您安排餐食、住宿，费用由您自理；

3. 如果航班在经停地点延误或取消，无论何种原因，南航将免费向您提供餐食、住宿等。

(http://www.csair. com/cn/tourguide/faq/airport/delay-or-cancel. shtml)

- **中国东方航空公司**

航班延误时的责任，由于机务维护、航班调配、商务、机组等原因，造成航班延误或取消，东航将向旅客提供航班动态信息、安排餐食或住宿等服务。由于天气、突发事件、空中交通管制、安检及旅客等非承运人原因，造成航班延误或取消，东航可向旅客提供航班动态信息，协助旅客安排餐食和住宿，费用由旅客自理。

(http://tw. ceair. com/muovc/main/zh_TW/Static_pages/TravelRequirements. html#15)

- **春秋航空**

1. 我们尽最大努力避免航班延误或取消。我们将竭力提供最新航班信息。

2. 如果春秋航空取消航班，或未能合理地按照航班时刻飞行，或未能在旅客的目的地点或中途分程地点降停，或者造成旅客错过已定妥座位的春秋航空衔接航班，春秋航空将采取下列措施供旅客选择：尽早为旅客安排春秋航空有可利用座位的后续航班而不额外收费，或在必要时延长旅客的客票有效期；航班取消或延误超过 5 个小时(含)以上，旅客选择退票的，在始发地的，退还全部票款；在经停点的，退还未使用航段的全部票款(但不超过原付票款金额)，均不收取退票费。购买旅游打包产品的旅客，退票、变更手续按照您所签订的旅游合同办理。

3. 请注意您的权利将受到限制。除上述退票权或变更权之外，鉴于我们整体一贯低价，

北京大学出版社版权所有 禁止转载



我们不提供免费膳宿服务，我们也不承诺提供任何其他补偿。敬请您合理安排行程，预留充分的衔接时间，避免因此可能遭受的损失。

(http://flights. ch. com/notice-travelers-international)

- **海南航空**

➢ 航班延误或取消信息通知

当遇到航班延误、取消或更改航程时，我们将及时向您通知相关信息。如果时间允许，我们会尽量事先通过您购票时留下的电话号码与您取得联系，如果您是向代理人或旅行社订的客票，我们会通知代理人或旅行社转告您。

➢ 办理客票变更、签转、退票

航班取消、延误、提前、航程改变或不能提供原定座位时，我们会尽力将您安排到最早的海航后续航班，使您能够尽早成行。

航班取消、延误、提前、航程改变或不能提供原定座位时，除另有规定外，我们将在征得您和有关承运人同意后，尽力为您办理客票的签转手续。

若您放弃旅行、要求退票，在客票有效期内，我们将按照您原购票方式为您办理相关手续。在航班始发站，将按您所持客票票面价格退还全部票款；在经停地，将退还您未使用航段的全部票款(即：经停地至您所持客票上目的地间的公布普通票价乘以您原购客票折扣得出的金额)，但不超过您原付票款金额；若经停地至您所持客票的目的地间没有公布普通票价，我们将退还您原付票款与已使用航段票款的差价，但不超过您原付票款金额；若经停地至您所持客票的始发地、目的地间都没有定期航班的公布普通票价，我们将参照其他交通工具的费用退还票款，但不超过您原付票款金额。

温馨提示：

航班延误后，航空公司将尽最大努力安排您尽早成行，如果您不接受海航安排，选择中止乘坐本次航班，我们将为您提供以下服务供您选择：

(1) 为您办理退票需要的相关手续，开具航班延误证明。

(2) 为您改签至最近的海航或外航有空余座位的航班。

➢ 食宿安排

1. 在国内，因工程机务、航班计划、运输服务、空勤人员四种属海航原因造成的航班延误，我们将为您安排免费的食宿服务：航班延误 2 个小时，为您提供饮料；延误超过 2 小时，且延误时间在 07:00～09:00 之间，为您提供早餐，在 11:00～13:00 之间，为您提供午餐，在 17:00～19:00 之间，为您提供晚餐；延误超过 4 小时，我们将免费为您安排住宿休息。

2. 因天气、突发事件、空中交通管制、安检及旅客等非海航原因，造成航班在始发地延误或取消，您需要自行承担食宿费用。

3. 无论何种原因，航班在经停地延误或取消，我们将按照第 1 条规定免费为您提供食宿服务。

温馨提示：

在您得知航班变动的信息后，请在指定的区域等候消息或找到工作人员办理相关事宜。

北京大学出版社版权所有 禁止转载



对已通知预计延误时间的航班，当造成航班延误的因素消除后可能会缩短延误时间。因此，请您密切关注广播和其他通知渠道发出的即时信息，以免耽误您的行程。

(http://www.hnair. com/lxxx_2/cxzb/lkxz/fwcn/)

(资料来源：根据各航空公司官方网站资料整理。)

Situation

Situation l: A Delayed Flight 航班延误

(C=Clerk(工作人员)；P=Passenger(乘客))

C: Good morning, Miss. What can I do for you?

P: Good morning. I have been waiting for the departure of my flight for two hours. Why isn't Flight CZ3000 ready boarding yet?

C: The flight is delayed.

P: Do you know the reason for the delay?

C: Due to the poor visibility for today's morning.

P: When do you expect it to depart?

C: About 2 hours later.

P: That's a long delay. That means I have to leave after lunch.

C: We like to offer you lunch free of charge in the airport restaurants. Please present the voucher to the waiter there.

P: How can I get the restaurant?

C: It's on the ground floor.

P: Thank you very much!

C: It's my pleasure.

北京大学出版社版权所有
禁止转载

Situation 2: Delayed Due to the Weather 航班由于天气原因延误

(A=Attendant(乘务员)；P=Passenger(乘客))

P: Miss, the turbulence seems very serious. What's wrong?

A: There is a strong air flow in route.

P: Will it be like this all the way?

A: No, it won't. Our chief purser informed us it will be all right in 30 minutes.

P: We will be late arriving in Beijing, won't we?

A: Maybe the bad weather will delay our arrival time for 10 minutes.

P: Oh, I understand. Thank you.



Situation 3: Rerouting Passenger 变更航线

(C=Clerk(工作人员)； P=Passenger(乘客))

P: Hello, Miss. Could you tell me why flight CZ6712 to Sanya has been delayed.

C: It has been delayed because of engine trouble.

P: When will it be ready for departure?

C: Not until tomorrow morning.

P: That's too bad. I must arrive in London tomorrow morning or I will miss a very important appointment. Is there another flight available?

C: Well, I'll try and see if I can put you on another flight.

P: Thank you.

C: Yes. Flight CA1353 will leave in 2 hours.

P: Could you get me on that flight?

C: I'll check to see if there's any space left. OK. There are still two seats left.

P: That's great.

A: I'll endorse your ticket to Air China and change the reservation details on your ticket.

P: Thank you very much for your help.

A: Glad to be of service.

Situation 4: Flight Cancellation 航班取消

(C=Clerk(工作人员)； P=Passenger(乘客))

P: Where should I check in?

C: What's your flight number, sir?

P: It's CA0183.

C: Is the flight from Beijing to New York at 17: 10?

P: Yes, it is.

C: I'm sorry, sir. We have just been informed that this flight has been cancelled due to a mechanical problem.

P: What? …Can you repeat again?

C: We have just been informed that this flight has been cancelled due to a mechanical problem.

P: It's absurd. Why is there a mechanical problem?

C: I'm not sure.

P: So you are not sure about that, but you are sure that the flight is cancelled, right?

C: I'm sorry, sir. There is something wrong with the airplane. We have to cancel the flight for the security of passengers.

P: Can't you arrange another flight for us?

北京大学出版社版权所有
禁止转载

C: I'm afraid we can't. All flights have been out.

P: So when can we depart?

C: Tomorrow morning. All delayed passengers will take that flight.

P: Alright. So what do you want us to do now?

C: Since it's late now, we'll provide free accommodation for every passenger.

P: All right. Take me to the hotel now. I'm very tired.

C: There is a free shuttle bus outside the terminal building, sir. The driver is waiting for delayed passengers. Please follow me.



Information Bank 6—2

Announcement 机场广播

北京大学出版社版权所有 禁止转载

- **航班延误通知**

Ladies and gentlemen, may I have your attention please:

We regret to announce that Flight BA380 alternated from New York to Boston will be delayed to 10: 50 due to the poor weather condition over the air route. Would you please remain in the waiting hall and wait for further information? If you have any problem or questions, please contact with the irregular flight service counter. Thank you.

由纽约备降本站前往波士顿的旅客请注意:

我们抱歉地通知，您乘坐的BA380次航班由于航路天气不够飞行标准，起飞时间推迟到10点50分。在此我们深表歉意。请您在候机厅休息，等候通知。如果您有什么要求，请与非正常航班服务台工作人员联系。谢谢!

- **航班取消通知**

Ladies and gentlemen, may I have your attention, please:

We regret to announce that Flight BA380 alternated from New York to Boston has been cancelled due to the aircraft maintenance at our airport. We will make all necessary arrangements. Thank you.

由纽约备降本站前往波士顿的旅客请注意:

我们抱歉地通知，您乘坐的BA380次航班由于飞机在本站出现机械故障，决定取消今日飞行。在此我们深表歉意。我们将为您妥善安排。谢谢!

- **正常航班预告**

Ladies and gentlemen, may I have your attention please: Flight BA380 alternated from New York to Boston will arrive here at 7:09. Thank you.

迎接旅客的各位请注意:

由纽约备降本站前往波士顿的BA380次航班将于7点09分到达。谢谢!

- **航班误点预告**

Ladies and gentlemen, may I have your attention please:



We regret to announce that Flight BA380 alternated from New York will be further delayed to 11: 00 due to communication trouble. Thank you.

迎接旅客的各位请注意：

我们抱歉地通知，由纽约飞来本站的 BA380 次航班由于通信原因将继续延误，预计到达本站的时间为 11 点。谢谢！

(资料来源：崔金英. 航空服务业英语[M]. 北京：中国纺织出版社，2013: 130-131.)

Situation 5: Overbooking 航班超售

P: Mr. Zhou, I'm sorry but we are not able to board you on the plane today.

C: How come? I have a reserved ticket. Why should I not be allowed to board the plane? I'm very annoyed.

P: We know this is very frustrating and inconvenient for you but all the passengers have checked-in and already boarded the plane. There is not a single seat left on the plane.

C: I must leave today for a business talk.

P: Mr. Zhou, we are looking for someone who would be willing to give up his seat on the flight today in exchange for 2000 RMB and a confirmed seat on tomorrow's flight.

C: I'll keep my fingers crossed.

P: Thank you very much for your patience. I'm sorry we tried our best but have not been able to find a passenger who will volunteer to give up his seat.

C: That's too bad.

P: There are several things we can do now. We can rebook you on our flight tomorrow and we would offer you accommodation, meals and a check for 2000 RMB recognition of the inconvenience this causes you.

C: All right. Please rebook me, on a flight tomorrow morning.

P: We will. Thank you for your understanding and cooperation.

北京大学出版社版权所有 禁止转载



Information Bank 6—3

航空公司关于航班超售的公告

尊敬的各位旅客：

为了满足广大旅客的出行需求，减少因部分旅客临时取消出行计划而造成的航班座位虚耗，我们可能在部分容易出现座位虚耗的航班上进行适当的超售，以保证更多的旅客能够搭乘理想的航班。我们会合理地控制航班超售比例，因此，已定妥航班座位的旅客最终未能成行的情况极少发生。如果因航班超售而造成部分旅客未能成行时：

一、我们会在机场首先征询自愿搭乘晚一些航班或者自愿取消行程的旅客。

二、在没有足够自愿者的情况下，优先登机原则如下：



1. 执行国家紧急公务的旅客；

2. 经国航同意并事先做出安排的、有特殊服务需求的老、弱、病、残、孕旅客以及无成人陪伴儿童；

3. 头等舱和公务舱旅客；

4. 国航白金卡、金卡会员及其他星空金卡会员；

5. 已经定妥联程航班座位且转机衔接时间较短的旅客；

6. 国航银卡会员及其他星空银卡会员；

7. 证明有特殊困难急于成行的旅客(如签证即将到期)。

三、我们将为未能成行的旅客提供后续服务保障:

1. 优先安排最早可利用的航班保障旅客尽快成行；

2. 或按非自愿退票处理，不收取退票费；

3. 或按非自愿变更航程处理，票款多退少不补；

4. 如所安排的后续航班为次日航班时，将免费为旅客提供膳宿。

四、除为旅客提供上述服务保障外，我们将根据旅客所持客票价格水平、航线距离以及改签后续航班等待时间，同时给予一定形式的补偿:

(一) 补偿条件

符合下列所有条件时，自愿者和被拒绝登机的旅客可得到超售补偿:

1. 已经定妥航班座位的旅客(含持里程兑换奖励免票的旅客)，不包括持各类奖励及航空公司职员免折票的旅客。

2. 旅客在截止办理乘机登记手续时间前，到达指定登记柜台办理乘机登记手续；

3. 不属于依据《中国国际航空股份有限公司旅客、行李国际运输总条件》和《中国国际航空股份有限公司旅客、行李国内运输总条件》被国航拒绝运输的旅客。

(二) 补偿方式

1. 国航超售补偿采用运输信用证、里程、现金三种补偿方式。

2. 对于持里程兑换奖励客票的自愿者或被拒绝登机的旅客，超售补偿和降低舱位等级补偿应采用里程补偿方式。

(三) 补偿币种

使用国航支付补偿金或填开运输信用证补偿地所在国家或地区的货币进行补偿。

如果航班发生超售，我们将在机场相关区域内通过告知书或广播等形式发布航班超售信息。我们真诚地感谢您的理解与配合！

(资料来源：中国国际航空公司官方网站，http://www.airchina.com.cn/cn/travel_prep/overbooking_announcement. shtml.)

北京大学出版社版权所有 禁止转载

Exercises and Practices

1. Fill in the blanks with words given below. Change the form when necessary.

put	regret	delayed	change	inform

endorse supply apology response

(1) I ____________________ to tell you that the flight has been cancelled.

(2) The flight is ____________________ because of poor visibility.

(3) We are now ____________________ beverages free of charge for delayed passengers.

(4) We are sorry to ____________________ you that the flight will be delayed for 2 hours due to a heavy fog.

(5) We would like to ____________________ for the inconvenience caused by this delay.

(6) I'll try and see if I could ____________________ you on another flight.

(7) We will be ____________________ for your meals and accommodation.

(8) I'll ____________________ you ticket to Air China and ____________________ the reservation details on your ticket.

2. Make up your own dialogues with your partner according to the following situation given.

(1) Miss Wang's flight MU5003 to Bangkok has been cancelled due to flight maintenance. Reroute the passenger with flight HU7995 which leaves at 8: 35 p. m.

(2) A mother with a baby is nervous because of the turbulence, and her baby is crying. A stewardess goes to help her.

北京大学出版社版权所有 禁止转载

Further Reading

What Air Carriers Should Do for Delayed Passengers

Flight delays are an unavoidable part of air travel as airplanes operate in an environment that is fully exposed to the changeable weather, especially in winter, when weather-related delays are to be expected. Then too, while aircraft are dependable, mechanical parts can wear out and when they do, delays are nearly inevitable. When the breakdown occurs in some remote corner of the world, delays can stretch into days. The problem is not that there are delays. It is more "How do airline deal with their passengers when faced with delays? "

Regardless of the seriousness of the delay, whether it is a few hours or a few days, airlines have the responsibility to keep passengers advised as to what is happening and when it is likely to be fixed. This is no easy task, particularly with creeping delays, but it is essential that travelers not be left in the dark when things go wrong. Most passengers will readily recognize and appreciate the effort. So, what should airlines do?

➢ Provide food and drink

While in the case of relatively short delays, those under four hours, good communications can do much to relieve passengers' concerns and frustrations. However, much more needs to be done as delays begin to stretch beyond that point. When delays extend over normal mealtimes, all passengers, not just those who ask, should be provided with food and drink. If this is done by

way of meal vouchers, then carriers should ensure that the value of the coupons is such that passengers can purchase a reasonable meal. Carriers should also ensure that there are outlets available where the coupons may be used.

➢ Allow passengers to go back to the gate

When there is a significant delay and passengers have already boarded the aircraft, every effort should be made, consistent with safety and security, to return passengers to the terminal. This is especially important when an aircraft's heating or cooling systems are inoperative. Lengthy, on aircraft delays under sweltering conditions with no food, drink or reliable information, are all too common.

➢ Provide overnight accommodation

When delays extend into the "normal" sleeping hours from 11 p.m. to at least 6 a.m., it is not unreasonable to expect that sleeping accommodation be provided to passengers. If they are near their residence the transportation to and from home will be provided along with clear instructions about the time by which they are expected to be back at the departure gate. Passengers should also be provided with a means of advising people waiting for them at destination of the delay and their likely arrival time.

➢ Allow delayed passengers to cancel their trip

Most serious of all are those delays that extend beyond eight hours. In such cases, when the delay happens at the point of origin, passengers should be provided with the opportunity to cancel their trips and to receive a full refund, even if their tickets are of the non-refundable type.

➢ Offer tangible compensation

If passengers take alternative travel because of more than eight-hour delay, they should be offered a cash refund of a significant portion of the airfare they paid. In addition, passengers could be awarded bonus frequent flyer points or vouchers for future travel.

➢ Offer transportation on another airline

Passengers should be offered alternate travel arrangements at the carrier's expense. Carriers should make arrangements to have their delayed passengers transported on the available flight, whether on their own airline or on another carrier.

➢ Included irregular operations procedures in the tariff

Carriers' policies in regards to compensation and customer care during delays should be included in their tariffs and clearly displayed at check-in and boarding gates, where practicable.



Hot Express

首部规范航班正常工作规章出台——解读《航班正常管理规定》

日前，《航班正常管理规定》(以下简称《规定》)正式发布，并将于 2017 年 1 月 1 日

北京大学出版社版权所有 禁止转载



起正式实施。这部广受业界和社会关注的规定，是民航局第一部规范航班正常工作的经济类规章。《规定》从航班正常保障、延误处置、旅客投诉管理、监督管理、法律责任等各个方面，进一步明确了航空公司、机场、空管等航空运行主体的责任，为维护乘客合法的权益、保障正常航空运输秩序提供了法律依据。本报记者日前专访了参与起草该《规定》的中国民航大学民航发展政策与法规研究中心主任刘光才、民航局消费者事务中心常务副主任李洪涛两位专家，对《规定》进行详细深入解读。

➢ 第一部规范航班正常工作的规章诞生

记者：我们了解到，此次公布的《规定》是民航局第一部规范航班正常工作的规章，其最大的亮点是什么？

刘光才：这部规章的出台历时两三年，经先后 6 次业内外协调会，其出台本身就是最大亮点。在全球，用规章的形式来规范航班运行秩序的，此前只有欧盟。应该说，《规定》用单行法规的形式为航班正常工作提供了最系统、最权威的法律依据，对有效减少航班延误，提高航班正常率，提升我国民航服务质量，维护消费者合法权益、保障航空运输秩序，提供了切实可行的法律保障。

记者：近年来，航班延误事件的社会关注度一直很高。那么这部规章的颁布，对促进航班正常工作有何意义呢？

刘光才：改革开放以来，我国民航事业快速发展，取得了世界瞩目的成就。2015 年，全国民航完成旅客运输量 4.36 亿人次，旅客周转量 7270.66 亿人公里，比上年分别增长 11.1%和 14.8%。从 2005 年起，我国航空运输总周转量已排名世界第二。但正如你所说，近些年，航班延误始终是困扰民航工作的一大问题。民航局自 2008 年起多次开展航班延误治理活动，制定了一系列治理航班延误的政策措施，收到了一定成效。但要建立航班正常工作的长效机制，必须走法制化的道路，通过立法将治理航班延误的政策措施转化为法规规章。

记者：该《规定》起草的法律依据和基础是什么？

刘光才：《航班正常管理规定》是以《中华人民共和国民用航空法》《消费者权益保护法》《民用机场管理条例》为主要依据的。同时，我们也借鉴了美国、欧盟相关民航法规规章，这有利于我国航班正常工作规定与国际先进做法保持一致，促进我国航班正常管理水平的提高。另外，由于规章的适用范围包括了在国内运行的外航和港澳台地区航空公司，因此规章设定的义务性规范，严格遵守了 1999 年《蒙特利尔公约》的要求。

➢ 政府和市场的边界更加明晰

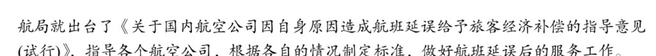
记者：在《规定》的起草过程中，遵循的最重要原则是什么？

刘光才：这部规章的起草，始终遵循着坚持安全第一、维护消费者合法权益、坚持发挥市场的决定性作用和加强监管的原则。其中，发挥市场决定性作用，厘清政府和市场的边界，是起草该《规定》时重要的出发点和落脚点。

记者：健全市场机制在《规定》中体现在哪些方面？

刘光才：健全的市场机制就是要做到把企业该做的还给企业，政府只做自己该做的事情，进一步明晰政府与市场的边界在哪儿。关于航班延误的旅客补偿，其实早在 2004 年民

北京大学出版社版权所有 禁止转载



航局就出台了《关于国内航空公司因自身原因造成航班延误给予旅客经济补偿的指导意见(试行)》，指导各个航空公司，根据各自的情况制定标准，做好航班延误后的服务工作。

为了充分保护旅客知情权，同时不侵犯企业的自主经营权，《规定》在第三章第一节中明确规定，国内承运人是否对航班延误进行补偿、补偿条件、标准和方式等由航空公司自行决定。这样，旅客可以根据补偿的方案，自主决定选哪家航空公司，真正实现航空运输市场化。同时，国内承运人需要在接下来的 5 个多月的时间里根据各自情况，制定并完善航班延误补偿标准，同时上报民航局和各地区管理局备案，并择时予以对外公布，做到透明公开。

➢ 明晰主体职责和法律责任

记者：仔细研究《规定》后发现，这部规章对航班运行主体各自的职责有了更加清晰的定位和全面规范。请您结合《规定》内容详细谈下航班正常工作主体责任明确性体现在什么地方？

李洪涛：在航班正常、延误处置工作中，保障航班正常是首要环节，提高航班正常率、减少航班延误则是解决航班延误问题的核心。然而，与近年来我国航班量的迅猛增长相比较，机场、空管、航空承运人的保障能力明显不足，这在一定程度上影响了航班正常和民航发展质量。《规定》在第二章中对承运人、机场管理机构、空管部门及其他服务保障单位在保障航班正常工作中的职责进行了细分，对必要设施设备和人员的配备提出了要求。此外，《规定》也要求航空公司与销售代理人和地服代理人通过协议方式明确航班延误或者取消后的服务要求，进一步规范了航空公司、机场、空管、公安等部门的协同联动职责，同时也增加了地服代理人、销售代理人不履行协议造成航班延误的责任。而且此次《规定》把在我国运行的外国承运人和港澳台地区承运人也纳入了规制范畴。

记者：刚才您提到《规定》将外国承运人和港澳台地区承运人都纳入其中，这是不是也是主体职责明确的一个体现？

李洪涛：对，适用范围涵盖外国承运人和港澳台地区承运人也是《规定》的一大亮点。目前，现有民航局文件只能规范国内承运人，对外国承运人和港澳台地区承运人在我国境内的航班正常方面的监管还是空白。随着我国航空运输市场的不断开放，将有越来越多的外国承运人和港澳台地区承运人在我国运行国际航班，因此需要公平公正、一视同仁，保证国际航空运输与国内航空运输的一致性。

记者：《规定》对各方的法律责任是如何明确的？

刘光才：这部规章共八章 77 条，其中法律责任部分共有 17 条，确实反映出法律责任的重要性。比如，《规定》细化了《民用机场管理条例》法律责任中的部分条款，对承运人、机场管理机构等主体的违法行为设定了法律责任。其中重点要求承运人做好航班延误或取消后的旅客服务工作，每一项都设定了法律责任。

➢ 绝不让消费者成为弱势群体

记者：很多社会公众认为在航班延误中，消费者一直是弱势群体。《规定》中对消费者的权益保护体现在哪些方面？

李洪涛：虽然在《规定》中并没有出现“投诉管理和消费者权益保护”字样，但其内

北京大学出版社版权所有 禁止转载

容可以说竭尽全力，力求全面地保护航空消费者的合法权益。

统计显示，旅客对航班问题类的投诉占总投诉的 50%以上，投诉已经成为旅客在航班延误后最重要的维权手段。目前规范旅客投诉工作的依据是《公共航空运输服务消费者投诉管理办法》，效力级别低，适用范围无法涵盖外国承运人。同时，规范性文件不能设定法律责任，对被投诉主体缺乏约束力。基于以上考虑，《规定》对旅客投诉受理、处理等工作进行了规范，此次在《规定》中独立一章专题投诉管理，并将外国承运人和港澳台地区承运人共同纳入其中。

记者：依照《规定》，遇到航班延误时，旅客应该如何维权呢？

李洪涛：旅客在旅行中遇到问题，最好在第一时间向承运人和机场求助或投诉。如果其未能满足诉求，可以向消费者事务中心投诉，寻求解决。若旅客要求出具航班延误或者取消证明的，航空公司必须出具。《规定》适用范围为中国境内，包括外航和港澳台地区航空公司。若消费者发生投诉，国内航空公司要在 7 日内告知消费者是否受理投诉，10 日内处理完毕，外航和港澳台地区航空公司在 20 日内处理完毕，且必须具备中文受理能力。

记者：我发现，《规定》也对消费者的知情权有了更明确的界定。那么在遇到具体的延误时，消费者有哪些知情权呢？

李洪涛：《规定》要求航空公司在运输总条件中需明确是否提供航班延误补偿，还要明确航班延误或者取消后的旅客服务内容，并在购票环节明确告知消费者。发生延误后，航空公司要在 30 分钟内告知旅客航班延误或者取消信息。发生机上延误时，航空公司要每 30 分钟向机上旅客通报动态信息，超过 3 小时的，要在安全和安保允许的情况下，安排旅客下飞机等待。

记者：《规定》公布后，引起社会公众和舆论最大争议的是“对于由天气、突发事件、空中交通管制等非承运人自身原因导致的航班延误或取消而产生系列责任问题交由消费者自己承担”这一条，对这一规定您怎么看？

刘光才：从历史性的角度看，早在 1996 年，民航局颁布的《中国民用航空旅客、行李国内运输规则》第五十八条就提到，由于天气、突发事件、空中交通管制、安检以及旅客等非承运人原因，造成航班在始发地延误或取消，承运人应协助旅客安排餐食和住宿，费用可由旅客自理。这次《规定》只是将以前的规定用法律的形式写进了规章中。

这个问题为何引起那么大的争议，关键在于我们的关注点到底是航空安全更重要还是航空补偿更重要。的确，客运合同是承运人与旅客关于承运人将旅客及其行李安全运送到目的地的约定，所以规章也表示因航空公司方面引起的航班延误由航空公司进行补偿。但是，诸如天气原因，在出现雷阵雨、暴风雪的情况下，航空公司不起飞的首要目的是为保证旅客的安全，避免航空安全事故。对于不可抗力导致的航班延误或者取消，国际上均明确航空公司可不担负相关费用。本规章的规定，可以理解为最低要求，但航空公司可以自行决定高于这个要求。

(资料来源：中央政府门户网站，www.gov.cn, 2016-07-23 16: 19.)

北京大学出版社版权所有 禁止转载



Having Meals and Shopping in the Airport

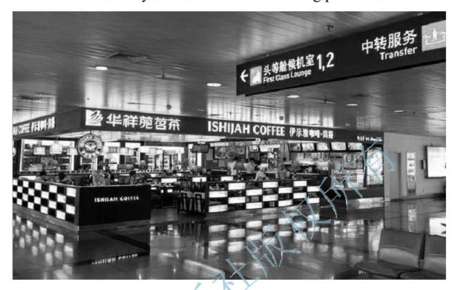
北京大学出版社版权所有
禁止转载

Knowledge Frame

- Having Meals
  - At the Restaurant
  - At the Coffee Shop
- Shopping
  - At the Souvenir Shop
  - At the Shoe Shop

Lead-in

What kind of information can you find from the following pictures?





北京大学出版社版权所有
禁止转载

Warming Exercises

Read and translate the following expressions. Add more expressions if possible.

- Receipt
- Cash

- Credit card
- Exchange rate
- Vending machine
- Souvenir
- Discount
- Convenient shop
- Cashier's desk
- Coffee shop
- Duty-free shop

北京大学出版社版权所有 禁止转载

Key Sentences

A. Functional Sentence Patterns

1. There is… ……在……位置

例句：There is a coffee bar at the other end of the hall.
咖啡吧在大厅尽头。
There is a post office on the second floor.
二层有邮局。

2. Welcome to… 欢迎光临

例句：Welcome to our shop again.
欢迎再次光临我店。

3. 客人进店，询问客人是否需要提供帮助

例句：What can I do for you?
Can I help you?
How may I help you?
有什么可以帮您？

B. Match the following English expressions with Chinese ones.

English expressions:

1. Thanks for your coming.
2. Please take your time.
3. I'll show you a sample.
4. This is our newest product.
5. Here is your receipt and your purchase. Keep them well.
6. Cash or credit?
7. We can give you 10% off.
8. Sorry, we can't give you any discount.

9. Please pay over there.
10. Please check out the amount and sign your name here.
11. We take US dollar and EUR.
12. The exchange rate of a US dollar is 6.3.
13. Your card isn't going through. Could you change it for another one?
14. What can I buy tax-free here?

Chinese expressions:

A. 我们给您打九折。
B. 请在那边付款。
C. 我们接受美元和欧元。
D. 这是我们最新的产品。
E. 您的卡刷不了。您能换一张吗？
F. 现金还是信用卡？
G. 谢谢光临。
H. 这里什么东西是免税的？
I. 请您慢慢看。
J. 请核对一下金额，并在这里签字。
K. 我拿一件样品给您看看。
L. 今天的一美元兑人民币的汇率是 1∶6.3。
M. 这是您的购物小票和购买物品，请拿好。
N. 对不起，我们不能给您打折。

北京大学出版社版权所有 禁止转载

Role Play

According to the given information, make dialogues in a group of two persons.

(1) Mr. Black is taking off in a several hours to New York. Right now he is in the costume shop of the airport; he wants to buy a gift for his wife.

(2) Jane's flight is delayed. She and her friend walks into the coffee bar, and order two cups of coffee.



Information Bank 7—1

化妆品常见词汇中英文对照

一、皮肤类型

中性：normal	干性：dry	油性：oily
混合性：combination	敏感性：sensitive	损伤性：sun-damage

二、护肤类

洗面奶：facial cleanser/face wash
沐浴露：shower cream/bath lotion/body wash
爽肤水：toner/astringent
紧肤水：firming lotion
柔肤水：smoothing toner
保湿霜：moisturizer
防晒霜：sun screen/sun block
隔离霜：makeup base
日/晚霜：day/night cream
眼霜：eye cream
眼膜：eye mask
润唇膏：lip care
身体润肤露：body lotion/moisturizer
护手霜：hand lotion/moisturizer

三、彩妆类

彩妆：cosmetics
粉底：foundation
粉饼：pressed powder
眉笔：brow pencil
眼影：eye shadow
睫毛膏：mascara
唇线笔：lip liner
唇膏：lip color/lipstick
唇彩：lip gloss/lip color
腮红：blush
指甲油：nail polish/ color
洗甲水：nail polish remover
护甲液：nail saver

北京大学出版社版权所有 禁止转载

Information Bank 7-2

餐饮常用词汇中英文对照

快餐部：snack bar
自助餐厅 cafeteria
咖啡馆：cafe
红茶：black tea
绿茶：green tea
茶馆：teahouse
酒吧：bar
黄油：butter
果酱：jam
牛排：beef stake
猪排：port chop
火腿：ham
炒饭：fried rice
奶酪：cheese
香肠：sausage
咖啡：coffee
不加奶不加糖咖啡：black coffee
加奶咖啡：white coffee
沙拉：salad
布丁：pudding
意大利面：spaghetti
白葡萄酒：white wine
红葡萄酒：red wine
矿泉水：mineral water
橙汁：orange juice
柠檬汁：lemon juice
苹果酒：cider
啤酒：beer
香槟：champagne
鸡尾酒：cocktail
伏特加：vodka
白兰地：brandy
白酒：liqueur

Situation

Situation 1: At the Souvenir Shop 在纪念品店

(S=Shop assistant；T=Traveler)

T: Could you help me, please? I'm trying to choose a gift for a baby.

S: Yes, sir. Did you have anything particular in mind?

T: No, but I'd like to get something typical in this region, if possible.

S: I see. Will this be for a little girl or a little boy?

T: For a girl. She's three years old.

S: Well, we have some lovely handmade dolls that are popular for all ages. Let me show you.

T: They're quite nice. But I'm afraid they're quite expensive.

S: I see. About how much were you planning to spend?

T: Somewhere between fifty and one hundred dollars.

S: Oh, in that case, let me show you hand puppets that are popular.

T: Oh! They're so beautiful. I think I'll take that red one. Would you wrap it?

S: Certainly. How would you like to pay, sir?

T: I'd like to pay by cash.

S: No problem, it totals 80 dollars.

T: Here you are.

S: Here is your change and purchase. Welcome to our shop again.

T: Thank you. Bye.

S: Bye.

北京大学出版社版权所有 禁止转载

Situation 2: At the Restaurant 在餐厅

S: Would you like to order now, ma'am?

T: Yes, please. I'd like the steak and mushrooms.

S: How would you like your steak, rare, medium, or well-done?

T: I'd like it medium, please.

S: What kind of potatoes would you like to go with that? Mashed, boiled or baked?

T: I think I have mashed potatoes. And I'll have an iced tea with a lemon on the side please.

S: Good. And would you care for soup or salad to start with?

T: I'd like a beef soup, please.

S: Will you be having dessert today, ma'am?

T: I want an ice-cream. That's all. Thank you.

S: OK. I'11 be with you in a moment.

Situation 3: At the Shoe Shop 在鞋店

S: May I help you?

T: Yes. I'd like to see some black shoes.

S: What size do you take?

T: Eight, I think.

S: Would you like me to measure it for you, sir?

T: That will be great.

S: All right. Please be seated over here... Yes, sir. You're eight. Just a moment please.

S: Would you like to try these on?

T: Well, I had something more formal in mind.

S: Oh, I see. Just a moment…Do you prefer this pair?

T: Yes, that's better. Let me try them on.

S: How do you feel?

T: Very suitable. I'll take them. How much do they cost?

S: Forty-five dollars without tax, sir. Shall I wrap them for you?

T: No, I think I'll wear them. Would you put these old ones in a box, please?

S: Certainly.

T: I'd like to pay now.

S: No problem. Cash or credit card?

T: Credit card.

S: OK. Check out the amount and sign your name here, please.

T: Fine. Here you are.

S: Here is your receipt and your purchase. Keep them well.

T: Thanks.

S: You are welcome. Thanks for coming.

Situation 4: At the Coffee Shop 在咖啡店

S: Good morning, sir. What'll you have?

T: I'd like the number one, please, with ham.

S: Orange or apple juice, sir?

T: A large orange juice, please.

S: How would you like you eggs, sir?

T: Scrambled lightly.

S: Coffee now or later, sir?

T: Now, please.

北京大学出版社版权所有
禁止转载

S: More coffee, sir?
T: No, thanks. May I have the bill, please?
S: Here you are, sir.
T: Where do I pay this?
S: Please pay the cashier over there.


Information Bank 7—3

机场退税店与免税店

免税即购买商品时免去进口关税，税率集中在20%～100%。而退税则是买完商品之后退还增值税和消费税，税率集中在5%～20%。

标有“Duty Free”字样的是免税店，而“Tax Free Shopping”则是表明在这家商店购物可以退税。一般来说，烟酒、化妆品和香水这类高关税的商品十分适合在免税店里购买，能享受较高的性价比。而在支持购物退税的商店消费者的选择可以更广，个人使用的消费品大都可以退税。

北京大学出版社版权所有 禁止转载

Exercises

1. Complete the following dialogues and practice with your partner.

Setting A: Mr. Henry and his wife are walking into a bar at the airport.

A: Good afternoon. What can I offer you?
Mr. Henry: Good afternoon. ________(1)________ (请给我来杯威士忌。)
A: OK, ________(2)________ (请问加冰还是不加冰？)
Mr. Henry: With ice. ________(3)________ (请给我的妻子来杯不含酒精的鸡尾酒。)By the way, could we have some ________(4)________ (坚果和小吃)?
A: Certainly! I’ll get a fresh supply for you. Wait a moment, please.

Setting B: Mr. Brown is in a souvenir shop at the airport.

S: ________(1)________ (早上好，请问需要什么帮助？)
Mr. Brown: I’m looking for some souvenirs.
S: I recommend this porcelain vase. It is made in Jingdezhen, a place famous for porcelain.
Mr. Brown: It’s very beautiful. How much is it?
S: It is 1,200 yuan.
Mr. Brown: Too expensive. ________(2)________(能给我打点折吗？)

S: ____________(3)____________(我们给您九五折优惠。)

Mr. Brown: Ok. I'll take that.

S: OK, sir. ____________(4)____________(您怎么付款呢？)

Mr. Brown: Credit card.

S: OK. Please go to the cashier's. It's just over there.

Mr. Brown: Thank you.

S: You are welcome. ____________(5)____________ (谢谢光临。)

2. Make dialogues with your partner according to the following situation given.

(1) Mrs. Wang is in the shoe shop of the airport. She wants to buy a pair of red shoes for her daughter as a gift.

(2) Miss Brown is at the restaurant. She orders a braised beef noodle and a cup of juice. She thinks the noodle is too spicy, and wants to change the flavor.



Further Reading

Airports

北京大学出版社版权所有 禁止转载

Airports provide air transportation for people, freight, mail, perishable foods, and other important items. To achieve this, an airport is used for the landing and takeoff of aircraft. An airport is composed of several areas and buildings that are designed to serve the needs of both passengers and aircraft.

Runaways are the long, narrow concrete areas where airplanes take off and land. Taxiways are concrete roads that aircraft follow from the runways to the terminal building. The terminal building also contains ticket and baggage counters. The control tower is located near the terminal building. From this tower, air traffic control coordinates aircraft movements both in the air and on the ground. For security purposes, access to major airports is usually limited to special roads. Many airports have large car parking areas on the ground or in multistory car parks.

Airports are among the busiest transportation centers in a region. The business they created is vital to the world economy and individual national economies. Airports are so important to a city that many companies will not locate factories or offices in cities that do not have an adequate airport. There are three major types of airports: military, general aviation, and commercial airports. Airports differ in size and layout depending on their function and the types of aircraft and traffic that use them.

Military airports have one or two paved runways, generally 3,000 to 4,600 meters long, 10,000 to 15,000 feet long. These airports are used only by military aircraft. General aviation airports cater for small civil aircraft and are smaller than commercial airports. They are often located in rural areas or in small towns. General aviation airports have one or two runways from

900 to 1,500 meters long, or 3,000 to 5,000 feet long. Commercial airports are used by airlines. These airports may be small or large. Small commercial airports have one or two runways from 1,800 to 2,400 meters long. Large commercial airport usually have pairs of parallel runways from 3,000 to 3,700 meters in length.

Hot Express

机场购物攻略

福冈：好价格日妆汇聚地



北京大学出版社版权所有
禁止转载

日本是所有年龄群的“买买买”胜地，而福冈在被评选为“最能享受购物乐趣的城市”第一名后，被很多前往日本旅行的游客纳入了目的地清单。

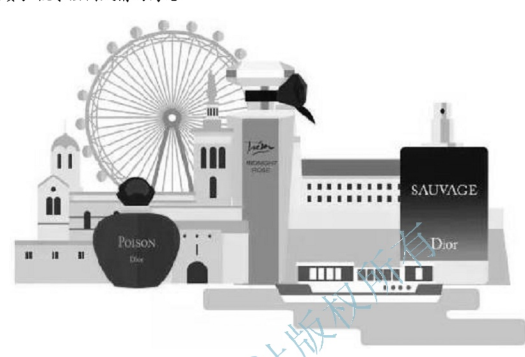
福冈机场虽然小到只有十个登机口，但却是名副其实的“麻雀虽小，五脏俱全”。除了各欧美大牌外，像资生堂(SHISEIDO)、SK-II、植村秀(Shu Uemura)等日本的本土品牌也一个不落。

最值得买的是福冈机场的限定美妆套装，如王牌产品吉利·斯图尔特(Jill Stuart)三支装唇膏套装，机场售价为 6,400 日元，是官网零售价的五折左右。SK-II 推出的新年限量珍藏版精华售价约为 1,162 元，比国内节省 200 多元人民币。

特别提醒：在福冈机场的免税店里有免费发放的积分卡，在购物之前就可以去领取，1 个积分等同于 1 日元。



马赛：极尽法国风情的海港



北京大学出版社版权所有 禁止转载

作为普罗旺斯的首府，马赛是个极具法国风情的城市。如果你厌倦了只要提及法国购物,就会不禁联想到巴黎的惯性思维,可以逛逛机场的 Aelia 免税店,在官网(Aelia dutyfree.fr)提前选购，还可以享受九折优惠。

在这里最值得入手的是法国品牌香水，如迪奥(Dior)的旷野男士淡香水(SAUVAGE)(60 毫升装)，售价仅为 56 欧元；兰蔻(Lancome)的珍爱午夜玫瑰女士香水(Tresor Midnight Rose) (30 毫升装)，售价为 30.4 欧元，约为 223 元人民币，而国内官网售价为 530 元。这么大的差价很容易让人禁不住购买。

爱丁堡：爱酒之城





有着“北方雅典”之称的爱丁堡有让文学狂热分子和地质爱好者统统都爱上它的一百种理由。柯南·道尔、J. K·罗琳曾经的足迹值得一一追寻，奇特的罗马七山丘也着实耐人寻味，而它最被人称道的还应该要算闻名世界的威士忌了。

爱丁堡国际机场是爱酒之人的天堂，想找好酒和限量版酒可以在这里碰碰运气。如在2016年11月才推出的“HIGHLAND PARK FIREEDITION”酒，炽热的红色充满魅惑，口感中夹杂着香草、肉桂和黑巧克力的味道，上市后在英国的零售价为 190 英镑(约人民币1630元)，目前产量少之又少，不愿意错过它的你或许应该去爱丁堡机场寻个宝？另外，带着浓郁的蜂蜜和葡萄干香味的“The Glenlivet Master Distiller’s Reserve Small Batch”单麦威士忌，在爱丁堡机场的免税店售价为 41.99 英镑(约人民币 378 元)，它还同“ABERLOUR12”“HAIG GLUB”这两款酒一起作为免税店中“Any 2 for 70 英镑”活动的商品。

除了威士忌，英国作为祖马龙(Jo Malone)香水的原产地，在爱丁堡机场购买该品牌产品无疑也是最划算的。在国内很火的鼠尾草与海盐香水(Wood Sage&Sea Salt Cologne)(30 毫升装)在原本为 34.4 英镑的基础上再打八折，而祖马龙红玫瑰香氛蜡烛(Red Rose Home Candle)价格约为国内官网零售价的 6 折。

阿布扎比：奢侈品集结地



北京大学出版社版权所有 禁止转载

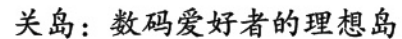
阿布扎比国际机场被人誉为“让旅客最乐意停留的机场”，其曲线和拱形的设计能让阳光自然照射进来，整个机场的布局和构造像一个充满科技感的太空。此处不仅有中东地区



首家机场爱马仕(Hermes)店、第一家 Jimmy Choo 机场专卖店，还有近百家国际知名大牌专柜，比起阿联酋的许多购物中心，它更值得消费者花时间来精挑细选。

在名表扎堆的阿布扎比国际机场免税店，劳力士(Rolex)Datejust 无疑是最经典的表款。“Datejust 31”因充满了贵族气息而为人喜爱，钢的注入又为其增添了强韧的厚实感，而“Lady-Datejust 28”则是经典表型的延续和升华，全新的表盘设计多了些与女性特质相衬的柔美和婉约。

此外，在阿布扎比机场购买珠宝和丝巾也是一大热门选择，如梵克雅宝(Van Cleef &Arpels)的“Sweet Alhambra”吊坠，设计简约隽永，是很好搭配又很有收藏价值的款式；宝格丽(Bvlgari)“B.zero1”系列的四环戒指，18K 玫瑰金和黑色陶瓷的材质低调又不失经典风韵；全球首家的 Jimmy Choo 机场店款式齐全，折扣给力，还可以去挑选最新款的爱马仕丝巾，在这里就算闭着眼睛也不会买到不美的东西吧。


关岛：数码爱好者的理想岛



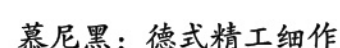
北京大学出版社版权所有
禁止转载

作为西太平洋马里亚纳群岛最南端的海岛，这座美国海外属地的岛屿一直以其绝佳的海景吸引着人们前去潜水、射击和自驾。关岛机场虽然不大，东西却很齐全，不远处还有环球免税店(DFS)，而来这儿的中外旅客最爱买的非电子产品莫属。

比如酷爱运动的人一定不想错过博士(Bose)“QuietControl 30”耳机，不仅能消噪，还能控噪。当你在机场候机厅时，戴上它也不用担心听不到机场的登机通知，能够真正做到“自由决定外界的音量”。

索尼(Sony)ILCE-6000L 微单数码相机一直是微单中的领跑者，不管专业摄影者还是业余的爱好者，都把它视作旅途中必不可少的挚友，而新推出的石墨灰色比以前推出的颜色更具质感，还增添了几分优雅的格调，值得入手。

特别提醒：在 DFS 关岛 T 广场，使用银联白金卡、钻石卡消费可以额外获得 50%的贵宾卡积分奖赏。每 1000 分可作 10 美元使用。



慕尼黑：德式精工细作



慕尼黑作为德国巴伐利亚州的首府，是德甲球队拜仁慕尼黑的主场，每年都吸引着大量的球迷前往。慕尼黑附近还有德国新天鹅堡和德国著名的啤酒 HB，一年一度的慕尼黑啤酒节也举世闻名。

德国慕尼黑机场携手支付宝推出了优惠活动，它是目前德国唯一支持刷支付宝的机场。德国是雨果·博斯(Hugo Boss)的原产地，所以折扣力度很大。除此之外，还有各种品牌手表，其中德国的顶级手表格拉苏蒂(Glashütte)在机场有售，并且有很大的价格优势。

旅行出差时，签字笔也是身份的象征之一，万宝龙(Montblanc)的签字笔“Meisterstück Classique”是不错的选择。但对于寻常旅客而言，最重要的伴侣还是旅行箱。很多人来德国都想多带两只日默瓦(Rimowa)旅行箱回去。日默瓦在德国官网上的价格大概是国内价格的七折，到机场还可以退税 16%左右，大概只要五折左右就可以买到一只。除此之外，慕尼黑机场会定期推出七折优惠商品，在 www.dutyfree.de 的网站上都可以查到。

北京大学出版社版权所有 禁止转载

圣彼得堡普尔科沃机场





圣彼得堡是俄罗斯第二大城市，被称为北方的威尼斯。在圣彼得堡，琥珀特别畅销。琥珀的成品克价为 500 美元左右 1 克，在过去的五年里，琥珀每克的价钱上涨了 10 倍，是收藏升值空间最大的一种宝石。现在已经是同期黄金售价的 30 倍左右。

俄罗斯的紫金也很好看，由于含金量只有 58.5%，所以色泽近似玫瑰金，由于产地限定，所以只有在俄罗斯才能买得到，基本定价为 35 美元 1 克。

在圣彼得堡国际机场，这些宝石和金饰都能找得到。当然也不能忘了俄罗斯人对烈酒的喜爱。刚一进入圣彼得堡机场免税店，就会看到整齐码好的各式各样的烈酒。其中皇冠伏特加和鲟鱼伏特加最为出名，而且酒水每个月都有不同折扣。另外俄罗斯的巧克力和黑鱼子酱也是别的地方买不到的美味。

成都双流国际机场



北京大学出版社版权所有
禁止转载

有着“天府之国”美誉的成都，既有未来成为国际大都市的无限潜能，同时又有着包容慢节奏生活和最巴适的人间烟火的胸襟。从莱珀妮(la prairie)鱼子酱眼霜、倩碧(CLINQUE)温和洁肤水 2 号，到凯卓(kenzo)的蓝色海洋香水、天梭(Tissot)的“LE LOCLE”，它拥有笼络所有购物者的诚意。特别值得一提的是，如果你在成都还没吃爽，那么你还可以在机场把樟茶鸭、棒棒鸡、张飞牛肉等当地小吃买回家。

机场免税购物 Tips

1. 关于免税购物，毫不夸张地说，如果你购买的是一件珠宝，那么退回的税额很有可能够你再买一个包了。以法国为例，在法国各地机场的实际退税额约为 10.8%到 12%，也就是购物满 1000 欧元可以退回 108 到 120 欧元；意大利的退税额约为 12%，即购物满 1000 欧元可退 120 欧元左右；而在瑞典、丹麦等国家，退税率更高。

2. 通常，各地机场免税店接受的货币为当地通用货币、美元和欧元，而且很有可能会碰到找零只能用当地货币的情况，因此，在机场免税店购物最好用信用卡付账。如果条件



允许的话，最好是用相对应币种的外币卡，可以省掉不必要的手续费。

3. 若你一不小心买了太多，买的物品重量超过机场限定的手提行李重量时，免税店有义务帮你免费办理托运手续，所以记得询问导购，给自己省点麻烦。

(资料来源：搜狐旅游，http://www.sohu.com/a/136563173_394542，有删减。)


北京大学出版社版权所有
禁止转载



Unit 8 Other Services

Knowledge Frame

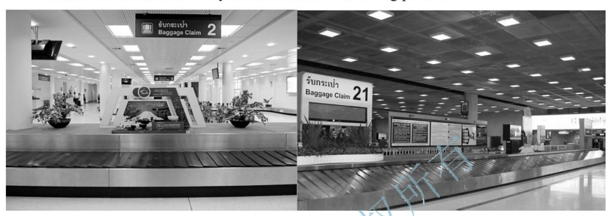
- Claiming the Luggage
  - Claiming the Checked Luggage
  - Claiming Oversized / Misloading Luggage
  - Baggage Not Found
- Found and Lost
- Airport Tax Refund

北京大学出版社版权所有 禁止转载



Lead-in

What kind of information can you find from the following pictures?





北京大学出版社版权所有
禁止转载





Warming Exercises

Read and translate the following expressions. Add more expressions if possible.

- Carousel
- Claim
- Luggage tag
- Cart
- Damage
- Conveyor belt
- Checked baggage
- Submit
- Insurance
- Name tag
- Duty-free shop
- Suitcase
- Deliver
- Claim tag
- Locate
- Trace
- Miscarry
- Luxury tax
- Tax rebate
- Tax refund

北京大学出版社版权所有
禁止转载

Key Sentences

A. Functional Sentence Patterns

1. …in charge of ……负责

例句：Who is in charge of ?

谁是这里的负责人？

2. I'm sorry to… 很抱歉……

例句：I'm sorry to hear that. We will try to find it for you.

很抱歉，我们会尽快帮你找到的。

I'm sorry to say that despite extensive tracing, your baggage has not been found yet.

很抱歉，我们反复查找，仍未能找到您的行李。



B. Match the following English expressions with Chinese ones.

English expressions:

1. Which carousel is for the baggage from China?
2. Where is the luggage claim area?
3. Please present your luggage tag.
4. May I have your name and flight number? I will ask for you.
5. If you left your coat in the aircraft, then go to the Lost and Found Office.
6. If your baggage is not there, then go to the Baggage Inquiry.
7. Please look for your flight number on the information display to find your baggage carousel.
8. It normally takes 20 to 30 minutes for the baggage to get here from the airplane.
9. The baggage checked in the first would come out later, for the porters put it in the airplane earlier than others at departing airport.
10. Please wait for a moment while we are investigating.
11. Where can I get my baggage?
12. Could you please check it urgently?
13. How many pieces of baggage have you lost?
14. Can you describe your baggage?
15.We may have lost some baggage so we'd like to make a baggage report.
16. Can I see your tax refund form please?
17. What's the tax refund rate and service charge?
18. Can I see your tax refund form and shopping receipts?
19. According to relative regulations, only the purchase bought within three months can ask for tax refund.

北京大学出版社版权所有 禁止转载

Chinese expressions:

A. 我能看下您的退税单吗？
B. 我们正在调查，请稍等。
C. 如果您没有找到您的行李，请去行李查询处。
D. 行李从飞机到这里一般要 20 到 30 分钟。
E. 我们可能遗失了几件行李，所以想填份行李遗失报告。
F. 退税税率和手续费是多少呢？
G. 根据有关规定，只有三个月内购买的商品才可以办理退税。
H. 我在何处可取得行李？
I. 如果您把外套落在飞机上了，请去失物招领处。
J. 请问行李区在哪儿？



K. 能把你的名字和航班号告诉我吗？我帮您问问。
L. 可以从航显上查询你的航班号，找到你的行李转盘。
M. 搬运工在出发机场将先托运的行李先装上飞机，所以现在就晚出来。
N. 能否麻烦紧急查询一下？
O. 从中国来的行李在哪个行李传送带上？
P. 你总共遗失了几件行李？
Q. 你能给我看一下退税单和购物小票吗？
R. 请出示行李票。
S. 请描述你的行李。

Role Play

According to the given information, make dialogues in a group of two persons.

(1) Mr. Baker has just arrived on Flight UN123.But his baggage is missing. He asks a clerk at the airport for help. The clerk helps him to find it at the baggage claim area.

(2) Jane is going to meet her friend from Paris, but the flight is delayed. She goes to the Information Desk to ask when the flight will arrive.

(3) A guest just bought one watch and an electric razor at the airport, and he wants to ask for a tax refund by cash.

北京大学出版社版权所有 禁止转载

Situation

Situation 1: Claiming the Luggage (1)　提取行李(1)

(A=Airport staff(机场工作人员)；T=Traveler(旅客))

A: Can I help you, sir?

T: I can’t find my checked baggage.

A: You checked your baggage very early?

T: Yes, because this is my first time to take plane, so I’m afraid I will miss the plane if I don’t do it very early.

A: Don’t worry. I am sure it will come in a minute. The baggage checked in the first would come out later, for the porters put it in the airplane earlier than others at departing airport.

T: Look, the baggage over there is mine. It is coming to us.

A: Now you can go through the customs.

T: Thanks a lot.



Information Bank 8—1

Announcement of Claiming luggage 提取行李广播词

1. Dear Passengers, if the airplane stops at boarding bridge of the Terminal Building, you can enter the Luggage Claim Hall on the 1st floor along the airport passage of the 3rd floor; if you arrive at the Terminal Building by ferry bus, you can enter the Luggage Claim Hall directly after getting off the bus.

2. Luggage Claim Hall is located on the 1st floor, with Luggage Claim Carousel Screen installed at its entrance. You can find out which carousel your luggage will be arriving from the screen. If you have a lot of luggage, you can use luggage trolley for free or choose trolley service.

In order to prevent your luggage from being mistakenly taken, airport personnel will check your luggage tag /number at the entrance. Your cooperation is highly appreciated.

北京大学出版社版权所有 禁止转载

Situation 2: Claiming Luggage (2) 提取行李(2)

T: Excuse me.

A: Yes, sir. What can I do for you?

T: Yes. I can't find my luggage.

A: Did you go to the luggage claim area?

T: Yes. But I lost my way in the terminal building and when I got to the luggage claim area, the conveyor belt is empty already.

A: I see. We have to keep some luggage in our office if they are not collected by passengers half an hour later after the luggage come out.

T: I see. Then can I get my luggage now?

A: Sure. But could you please go to my office with me now? I have to register and you can take your luggage.

T: Yes.

A: Can I see your passport please?

T: Sure. Here you are.

A: Thank you. Now can you describe your luggage?

T: It's a red large suitcase, and it's made of leather.

A: Yes, you are right. Now you can take your luggage back, sir.

T: It's very thoughtful of you. Thank you.

A: You are welcome.

Situation 3: Claiming the Oversized Luggage 提取超大行李

A: Can I help you, sir?

T: Yes, I can't find my luggage.

A: What's your flight number?

T: It's CA30.

A: The conveyer for flight CA30 is here, but not all the luggage is out yet. Please wait for a moment.

T: Oh, alright.

T: Is all the luggage out now?

A: Oh, yes. You still haven't found your luggage?

T: No. Why can't I find my luggage?

A: Er, is your checked luggage oversized luggage?

T: Yes. The officer said it's overweight so they checked it as oversized luggage.

A: I see. There is a special conveyer for oversized luggage. Please come with me to see if your luggage is there,

T: Alright.

A: What color are your bags? I can look for it for you.

T: A larger one is dark blue and the other is black.

A: Oh, there. Is that blue one yours?

T: Yes, great. The black one is just over there. Thank you so much. It is very kind of you.

A: You are welcome. Have a nice trip.

北京大学出版社版权所有 禁止转载

 Information Bank 8—2

没有找到行李怎么办?

当你在目的地机场发现行李没有同机到达时，无需着急，一般真正丢失行李的可能性不大。通常在提取行李转盘不远处都有该航空公司的行李问题处理办公室，当你去办公室出示机票和机票上贴着的行李票时，工作人员就明白你要查询行李。他们查询后会告知你行李现在何处，估计××小时后会跟随后面的××航班到达。你也不用在机场一直等着，只要填个表格，给出你居住的酒店或家庭地址、电话，就可以放心地走了。通常航空公司隔天会安排专人将行李给你送过去，一般行李都会完好无损，箱子里面的东西不但一件不会少，而且会多一张“行李安全检查通知单”。



Situation 4: Claiming Misloading Luggage 提取行李——行李装错

T: Hello, Miss. I can't find my baggage here.

A: Don't worry, sir. Have you got your baggage check?

T: Yes, here you are.

A: Did you fly flight CA990 from New York?

T: Yes. I got here a moment ago.

A: Did you come here alone or with other people?

T: I came here with my friends. They've got theirs. I have two pieces, but so far I haven't got any.

A: All right. I'll try to help you find it. Maybe they will come on the next flight. How long will you stay here? And would you please leave your name, telephone number and address here?

T: OK. I'm Neal Carver. We'll sightsee here for ten days. This is my address and telephone number in hotel.

A: If we get any information about it, I'll inform you, sir. And you may also call us up or come to the airport at any time. Sorry to have given you so much trouble.

T: No trouble at all. Bye.

(3 days later)

T: Hello. This is Neal Carver speaking.

A: Hello. This is Beijing International Airport. You are the gentleman looking for the lost baggage, aren't you?

T: Yes, I am.

A: So far as I know, your baggage was not loaded on the flight you took. We have faxed New York Airport. They are trying to trace it. I'll tell you as soon as I get any information.

T: Well, thank you.

(2 more days later)

A: Hello, this is Beijing International Airport.

T: Hello, this is Neal.

A: Good news for you, Mr. Carver. Your baggage has been found in Bangkok International Airport. Do you want to have them sent here?

T: Yes, as soon as possible.

A: OK. I'll inform Bangkok International Airport of sending your baggage here as soon as possible.

T: Thank you again.

北京大学出版社版权所有 禁止转载

Situation 5: Baggage Not Found 无法找到行李

A: I'm sorry Mr. William. We're not able to locate your baggage yet.

T: What shall I do?

A: Please don't worry, sir. First we need to fill out a delayed baggage report and a customs clearance form. This will allow us to clear your baggage through customs on your behalf when your bag does arrive.

T: OK… Here you go.

A: You also need to complete an irregularity report. Make sure all the appropriate blanks are filled out... Thank you. Sir, tracing efforts will begin immediately with our computerized tracing system. All bags that fit the description of the bag, both within Air China and all other major carriers worldwide, will be checked and then forwarded here on the first available flight.

T: You think my bag can be found?

A: It's hard to say, but our experience has shown that most missing bags arrive the next day.

T: OK, I'll call you to check tomorrow.

A: No, you needn't do that. We will contact you every day for the first four days and keep you apprised of the situation.

T: Fine. Thank you.

A: In the rare event that even after 96 hours we have been unable to locate your baggage, a copy of your file will be forwarded to our Central Baggage Service Office in Beijing Air China. This department will then use its extensive tracing capabilities with all other carriers in an effort to locate your baggage. In any event, we will take full responsibility until the baggage is found or a fair compensation has been made.

T: But the thing is that I have no change of clothes and no daily necessities during my stay here.

A: Mr. Williams, we apologize for inconveniencing you in this way. We'd like to offer you up to RMB 200 to purchase any personal necessities you may need while waiting for your baggage to arrive.

T: Can I get cash from you?

A: According to our accounting regulations, you keep your receipt and send it to our office. We'll issue a check for the reimbursement. Mr. Williams, once again we apologize for this inconvenience and hope that this will not deter you from using Air China again in the future.

北京大学出版社版权所有 禁止转载





Information Bank 8—3

各国丢失行李申报和赔偿制度

澳大利亚：21天内可申报行李丢失 每件最高索赔1600澳元

在澳大利亚，托运行李丢失通常会由航空公司来负责。每个航空公司都会有自己的最晚申报时间限制，航空公司一般会建议丢失行李的乘客在机场当场向服务柜台进行行李丢失申报，最晚申报期限可以推迟到21天，如果超过21天不进行申报，则等同于你自动放弃索赔的权利。

在追踪申请索赔时，乘客一定要保留机票、登机牌和行李牌，以便日后核对。如果在航空公司核查发现行李并没有丢失，而是滞后到达，那么在等待行李期间，一切必要花费，比如买换洗衣服，买清洁用品等费用，可以申请向航空公司报销。如果经航空公司核查之后，确认行李丢失，那么你就可以走申请索赔的程序了。

根据各航空公司的规定，索赔每件行李的上限是1600澳元。此外，如果是搭乘转机的乘客丢失行李，根据最终一站赔偿法则，会由他搭乘的最后一班航班所属的航空公司来负责赔偿。总体来看，澳大利亚的机场行李丢失率并不高。

德国：专设行李服务处 丢失5天可启动赔偿程序

在德国，丢失行李只要留下地址，描述行李的外观，留下个人信息，航空公司就会帮忙寻找。如果行李找回，工作人员就会帮忙送回去。但是如果实在找不到，会按照重量赔偿，也可能是赔偿一个同样或者类似的箱子，具体则根据不同航空公司不同规定而定。

在德国，下飞机后一旦找不到自己的行李，必须立即去机场转盘附近的行李服务处，有些机场也称之为失物认领处登记报失，填写报失表格，提供航班、机票、行李箱号码以及个人住址等详细信息。工作人员会启动查找程序，寻找丢失的行李，失主可以回家等候。行李找到之后，航空公司会免费将行李送到失主填写的住处。

如果行李在五天之内没有找到，则开始启动赔偿程序。失主需要填写长长的表格，详细写明丢失行李中的物品和价值。每个航空公司的具体情况有所不同，如法航是行李丢失72小时后，英航是120小时后开始填写此类表格。

总体来讲，所有航空公司必须按照航空业1929年制定的《华沙协定》进行赔偿。2004年的《蒙特利尔协定》取而代之，对赔偿条件做了修改，不再以行李重量来作为估价标准，而是基于一次性赔偿。按照《蒙特利尔协定》，赔偿程序开启之后，失主在报失30日之内获得1200欧元，大约折合8000～10000元人民币的赔偿金。

日本：根据终站赔偿法则，转机乘客由搭乘终站航空公司理赔

同样，如果在日本机场发现自己的行李遗失时，需要立刻办理挂失手续，向机场“失物招领办公室”申报遗失。办事员会替旅客填写“行李意外报告”，内容包括飞行路程、携带几件行李，并拿各式行李的图片供旅客指认，同时将资料输入电脑，通过国际性的协寻行李网络，找出行李遗失处的站名。

如果超过21天没有找回，则由到达地的航空公司负责理赔。根据航空公司的“终站赔

北京大学出版社版权所有 禁止转载

偿法则”，多次转机的旅客，由搭乘终站的航空公司负责理赔。如果发现行李在货舱内损坏，则应该在行李转盘处或是航空公司设有的专设柜台来处理。

(资料来源：凤凰网资讯，http://news.ifeng.com/a/20170317/50790490_0.shtml)

Situation 6: Found and Lost (1)　失物招领(1)

T: Hello. Is this Lost and Found?

A: Yes. What can I do for you?

T: I'd like to know if someone has picked up a laptop computer that I lost on flight CA505 this morning.

A: What type is it?

T: Lenovo 3000.

A: Would you show me your passport?

T: Here is my passport, sir.

A: Would you please wait here for a moment? Let me have a look on the shelf. I'm sorry, madam. There isn't your laptop computer. Did you say you lost it on flight CA505 this morning?

T: Yes, I'm sure I lost it on that flight.

A: You see it is only 4 o'clock in the afternoon. Air China is a very responsible company. I think if someone picked it up.

T: OK! I'll come here later.

…

(At 5 o'clock in the afternoon)

T: Hello, sir.

A: Hello, madam. A laptop computer was sent here a moment ago. It looks like the one you described.

T: Is there my name on the bag?

A: Yes. It is the same as the one on your passport. Here you are, madam. Would you please sign your name on this form?

T: OK! Thank you very much. Good-bye!

Situation 7: Found and Lost (2)　失物招领(2)

T: Excuse me. I lost my briefcase in the waiting hall this morning.

A: I'm sorry to hear that. We will try to find it for you. Would you please leave your name and telephone number in New York?

T: Yes. My name is Li Yang and my telephone number is 5321166.

A: Would you tell me something about your briefcase in detail?

北京大学出版社版权所有 禁止转载



T: Certainly. It is black, about 30 cm tall, 20 cm long and 10 cm wide.

A: What's in it then?

T: Well, my passport, some business documents, 800 dollars in cash.

A: Anything else?

T: Well, there are some other things, but I cannot name them at the moment.

A: OK. If anyone sends back here a briefcase like yours, we would inform you to come to check it. I think it's better for you to ring us up. The number is 4565533.

T: OK. I would. Bye-bye!

(One day later)

T: Hello! This is Li Yang speaking.

A: Hello! This is Lost and Found of Beijing Airport. What can I do for you, sir?

T: One day ago I went to your office to see whether you got my briefcase.

A: Oh, I see. But so far we haven't got any briefcase like yours.

T: I'm so sorry to hear that. Should I phone you again?

A: Yes, two days later, please. Bye-bye!

(Two more days later)

T: Hello! This is Li Yang speaking.

A: Hello! Mr. Li. We have tried to locate your briefcase. But so far we haven't found it yet. We'll try again.

T: I'm sorry to have troubled you so much.

A: Don't mention it.

北京大学出版社版权所有 禁止转载



Information Bank 8—4

首都机场失物招领

认领须知

1. 若您在首都机场航站楼内遗失物品，请点击失物公示查询，或致电航站楼失物招领处查询。

2. 失主在验证遗失物品信息时，须详细描述失物的特征和遗失地点。

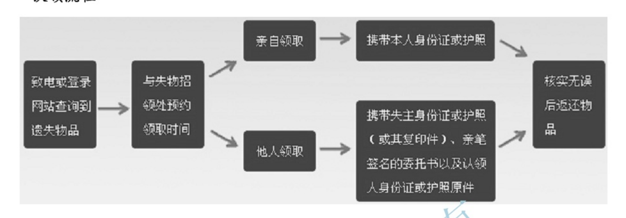
3. 工作日期间(周一至周五)遗失物品网上公示每日更新，非工作日期间(周末及法定节假日)顺延至下一工作日集中更新。

4. 失主亲自领取失物时，需携带本人身份证、护照等有效证件原件，如失主在出入机场的交通工具上遗失物品，还需出示相关票据(含机票、登机牌、机场巴士票、机场快轨票等)并尽可能提供详细座位信息，经核实无误，履行手续后返还遗失物品。

5. 委托他人领取失物时，需携带失主亲笔签名的委托书，失主本人的身份证、护照等有效证件原件(或其复印件)以及代领人的身份证、护照等有效证件原件，如失主在出入机场的交通工具上遗失物品，代领人还需出示相关票据(含机票、登机牌、机场巴士票、机场

快轨票等)并尽可能提供详细座位信息，经核实无误，履行手续后返还遗失物品。

认领流程



(资料来源：首都机场官方网站，http://www.bcia.com.cn/server/service/lostfound.shtml)

北京大学出版社版权所有 禁止转载

Situation 8: Airport Tax Refund (1)　机场退税(1)

T: Good morning.

A: Good morning.

T: I'd like some information about this tax free thing. I have these shopping receipts. So I hope to claim a tax refund. Is that possible? They told me to come here.

A: Do you have the tax return form?

T: Tax refund form? I don't have that.

A: Sorry. You can't get tax refund if you don't have tax refund form.

T: But when I asked for a tax refund form in that shop, they said they didn't have tax refund form at that time.

A: I see. It happens. Sometimes there are many visitors especially during peak tourist season, so some shops are lack of tax refund form.

T: Can I come back to that shop to get the tax refund form?

A: Sorry, sir. I'm afraid you can't. You must ask for and get the tax refund form when you are buying something. It doesn't work if you get it later.

T: I see. It's a pity.

Situation 9: Airport Tax Refund (2)　机场退税(2)

A: Can I help you, sir?

T: Yes. I'm leaving Germany now and I'm thinking of asking for tax refund. Should I get the tax refund right now?

A: May I ask where are you going, sir?

T: Yes, I'm going to Swiss next.



A: Then you have to ask for a refund right now because Swiss does not belong to EU countries.

T: If I am going to another member of EU countries, can I ask for a refund in that country at last?

A: Yes, you can. If you go to several EU countries, you just have to ask a tax refund at the airport of the final country you go to.

T: I see.

A: Can I see your tax refund form please?

T: Sure. Here you are.

A: You bought some bottles of perfume and face cream in W shop, which totals 300 euros together. Is that right?

T: You are right.

A: Can you show me what you have bought?

T: Yes.

A: Let me see. Two bottles of perfume and three cans of face cream. Will you give them to others as present?

T: No. I bought them for my wife. She said that we can get tax refund here and it's relatively cheap.

A: I see. Wait a moment please. I'll put a stamp on the tax refund form.

T: OK.

A: Finished. Here you are, sir.

T: Thank you. Then what can I do next?

A: Please go to the office next to me where you can get your money back. If you have other questions, you can also ask the officer too.

T: What's the tax refund rate and service charge?

A: The tax refund ranges from 15% to 16% and the service charge is three euros.

T: I see. Thank you again.

A: You are welcome. Have a nice day.

北京大学出版社版权所有 禁止转载



Information Bank 8—5

欧洲购物退税攻略

购物退税是指欧盟主要成员国对境外游客在退税定点商店购买的随身携运出境的退税物品，按规定退还增值税的政策。在欧洲，增值税是附加在大多数商品购价中的一种税收，这种税收的税率因国家的不同而有所差异，通常在 18%～25%之间。信用卡退税相对高于现金退税，在离境时在海关办理。

就欧洲来说，目前主要有两家大型退税代理机构，一家是在德语区并且在全球有巨大



影响的环球蓝联集团(Global Blue，原名“全球回报集团”，GlobalRefund, http://www.global-blue.com/zh)，另一家则是在法语区声誉颇好的 Premier Tax Free(http://www.premiertaxfree.com)。其中 Global Blue 在欧洲的市场份额达 60%，在全球范围内更是占据约 80%的份额；而 Premier Tax Free 在欧洲拥有 40%的市场份额。

一、退税前提条件

1. 非欧盟居民；
2. 没有欧盟境内 3 个月以上居留许可；
3. 所购物品在 3 个月之内由个人携带出境；
4. 所购物品为私人使用，非商业用途；
5. 一般要求最低消费 25 欧元。

二、退税流程

1. 商店购物

请注意购物退税标志！

在带有退税标志的商店内可以享受训练有素的店员提供的专业退税服务。当消费金额达到退税额度时，请向店家索要一式三份的退税单，填写详细地址、护照号码及其他相关信息。所购买的每件物品必须记录在退税单或××收据上，若是写在××收据上，店家会把××收据附在退税单的副联上(切勿撕下××收据)。同时，店家会在退税单上写明你能获得的退税金额。

填妥表格之后，一份由商家保存、一份寄交相关当局、一份则由消费者自己保留。通常，商家只会保留一份，另外两份则由消费者出境时连同商品一并出示海关人员。在商店中填写退税单时，通常会让消费者自行选择退税的方法，你可以选择退现金、退支票，也可以选择将金额退回到指定的信用卡账号中。

绝大部分商家在填写单据时，会要求消费者提供护照，因此在出门购物时切记要将护照带在身上！为了避免在出境时产生问题，应该把退税单和护照一起保存，最好的办法是把它放在护照内，以免在离境时忘记办理有关手续。

2. 海关盖章

所购物品一定要向海关出示！

当你在欧盟境内旅行到了最后一站，准备乘飞机离开欧盟境内时，要在行李托运处的海关办理有关手续。出关时出示所购之物，由海关人员在退税单上盖章。各个国家对退税单据获得海关图章都有一定的时间限制，一般为在退税单据开列后的 3 个月内。在购物时要考虑离境时间，以免超过有效期，失去获得消费退税的权利(自购物日内 3 个月都可以盖章)。

在结束旅行准备离开时，必须在出境前把所购物品和退税单一起提交给边境海关检验，并加盖公章，作为货物已经出口的证明。如果所购物品随身携带，最好将之放置在行李的最上层，便于检查。对于要托运的货物，要在办理登机手续时声明行李中有要办理退税的货物。拴上托运牌后，将行李送至海关办理验货手续，海关在退税单上加盖验货章。

北京大学出版社版权所有 禁止转载



3. 返还税金

大型国际退税公司在欧洲主要机场都有退税服务柜台，可根据你选择的退税方式来退回税金。

退现金：持海关验货后的退税单到机场或边境的现金返还处领取现金。鉴于大机场各个部门间的距离，在安排上至少留有30分钟时间用以获得海关盖章和退税。

退到信用卡账户：在填退税单时，留下信用卡卡号及其他相关信息，并向商店索要专用信封。出境安检时，将所购物品与退税单交给海关检查，海关核实无误后会在两联退税单上盖章，留存一联，再将另一联装入商店提供的专用信封，并投入机场的退税专用邮箱。在3个月内，商店会将退回的税金打入你的账户，你可以在信用卡账单上找到退税金额入账的明细。若是担心办理了退税却没有收到税金，建议可以记下单据上的号码以及回邮信封上的地址，以便日后查询之用。

温馨提示：请务必记得，退税是在你离开旅途中最后一个欧盟国家的时候办理。不是申根国家，也不是欧元区。比如挪威、瑞士都不是欧盟国家。如果从非欧盟国家进入欧盟国家，而且不再返回非欧盟国家，一定要在非欧盟国家获得海关盖章，然后可以在欧盟国家申请退税，反之亦然。

三、不委托退税服务公司的商家办理退税同样需要开退税单

有的商家备有海关标准退税单，绿色A4纸大小。但商家不是必须准备退税单的，所以，尤其是小商店很有可能没有退税单。在德国海关网站上可以下载退税单，打印出来就可以用，同样有效。退税单开好后也是同样的流程，填写个人信息，离境时拿到机场海关检验盖章。之后，由于商家不会在机场设有现金领取点，所以，或者是等下次返回商家时将退税单带回，或者是将退税单寄回商家，等待商家汇款。商家自己办理退税的，自行决定是否收取手续费、收取多少手续费，没有统一规定。通常商家自己收取的手续费比退税服务公司低许多，有很多商店甚至不收取手续费，是真正的全额退税。此外还有一种商家退税做法——购物时直接退税，即商家允许顾客直接付扣除税额的货款，但需要顾客信用卡担保，顾客离境时仍然要在海关盖章，之后将退税单寄回商家，如果商家收不到退税单，会从信用卡中扣回税额。不过这种做法在德国不常见。

北京大学出版社版权所有 禁止转载

四、在机场免税店购物也可以退税

过了海关之后的免税店实际是DUTY FREE，免的是关税，而针对非欧盟国家短期签证的退税退的是增值税，实际上在机场的DUTY FREE店里的商品价格还是包含了这部分增值税，所以仍然可以退税的。

五、如果在机场来不及退税怎么办

保留好已经加盖海关图章的退税单及购物收据，本人拿着护照的原件及复印件，以及签字确认的退税支票(Global Blue Tax Refund Cheque)，便能拿到税金。目前，环球蓝联与银行合作在北京、上海、广州、香港四地设有退税点，可前往办理。目前在国内只能办理现金退税，单笔退税金额不超过1500欧元。如果超过这个数额，建议回国后将已获海关盖

章的退税支票表通过联邦快递、EMS、挂号信等方式按退税信封上的地址发回欧洲(请自行妥善保管客户联)，所以还是建议在国外一次性办妥，只是将退税支票跟购物收据交到窗口这么简单，便能拿到税金。

温馨提示：机场办理退税时，在海关检查以前请勿将商品托运。

(资料来源：网易旅游，http://travel.163.com/17/0218/01/CDH4PF5T00067VF3.html；搜狐旅游，http://www.sohu.com/a/123452115_428151，内容有删减。)

Situation 10: Airport Tax Refund (3)　机场退税(3)

A: Can I help you sir?

T: Yes. Is this the place where I can get my tax refund?

A: Yes. Can I see your passport, tax refund form and shopping receipts, please?

T: Sure. Do any receipts count or the shopping has to reach a certain amount of money?

A: Well, you must buy them for at least all in the same shop. If you spend less than €91, you won't get tax refund.

T: OK, I see. What if I had other shopping and I didn't know about this?

A: If you have different receipts from the same shop, I mean, different shops but the same chain, like CHANEL for example. I mean, if you bought in different CHANEL shops, you can get the invoice together for all products and go to one CHANEL shop and they will give you just one cheque. With this cheque you come back here.

T: OK. Is there a CHANEL shop here in this terminal building?

A: Yes. Just on the second floor of the building.

T: Can I just go to ask for a tax refund form and then come back to you later?

A: Then, in your case it's OK.

T: OK. Thank you so much. See you later.

A: See you later.

北京大学出版社版权所有 禁止转载

Situation 11: Airport Tax Refund (4)　机场退税(4)

T: Excuse me.

A: Yes. What can I do for you?

T: I want to ask for a tax refund.

A: Can I see your tax refund form and passport please?

T: Here you are.

A: You have bought one watch and a purse.

T: Yes.

A: Can I see your items please?

T: Fine.



A: OK. How do you want your tax refund? Cash or credit card?

T: What's the difference?

A: There is a difference. If you choose cash rebate, you can get cash now, but we have to charge service charge. If you choose credit card rebate, we will send the money into your Union Pay card. But you will receive it in a few days.

T: I see. I'll choose credit card rebate.

A: OK, then please write your credit card number here in this form.

T: Fine. What's next?

A: Please wait a moment. I will put on a seal on this form and then please put it into a private letter box outside this office.

T: Then I'll receive the tax refund in several days?

A: That's right if your contact is correct.

T: I see. Thank you very much.

A: You are welcome.



Information Bank 8—6

北京大学出版社版权所有 禁止转载

各国退税攻略

法国退税攻略

法国的增值税是 19.60%，但一般在法国只能退税 12%，大家拿到退税单时，请仔细检查自己的名字、护照号、货品明细及金额，谨防因填错而无法退税。有的店门口会贴“TAX FREE”，有的店并没有贴，所以你在进入一家商店购物时，最好向店员确认是否能退税，以及规定最低消费金额为多少才能办理退税。如果可以退税，请出示护照进行办理。

如果购买者的长期居住地是非欧盟成员国(持少于 6 个月的短期签证)而且购买商品属于观光零售性质，而不属于商业经营性质；同一天在同一可退税商店购买商品的含税价格在 175 欧元以上，就可以从所购商品的总价中减除增值税(TVA)。

信用卡退税：一般是 12%，大约 2 个月后退回账户。现金退税：扣除手续费一般是 10%～10.8%。

可以退税的商铺会提供粉色和绿色两联退税单，店铺签名盖章以后，在退税人离开欧盟的最后一站去海关盖章。海关盖章以后，退税单需要邮寄或者送回购物的店铺，盖过章的绿色联自留，粉色联装进信封放进相应邮箱即可。机场退税窗口拐弯处有邮寄退税单的信箱，Global Blue 的是蓝色信箱，Premier Tax Free 是黄色信箱。请大家严格执行该步骤，否则退税流程中止，即使你已经现金退税，蓝联也会从担保的信用卡上扣回已经退税的金额。

意大利退税攻略

在门口标有“TaxFree”的商店里，持旅游签证或者商务签证的旅客在商店消费 158 欧

元以上，并且在 3 个月内离开欧盟的，可向售货员索取退税单，并在他们的帮助下填写资料(名字、英文地址、护照号码)即可享受退税优惠。

退税物品包括：服装、奢侈品、化妆品、手表、皮具及电器，一般退税金为总金额的 11%～13%不等，如果金额高于一定的数额，最高能拿到 16%的退税金。

当你离开欧盟时，在机场可以先去办登机手续，说你有退税物品。机场工作人员会给你的行李贴上“Checkin”的标识。然后你带着行李先到海关处，海关有可能会让你打开行李检查。当海关给你盖上章之后，你就可以把行李放在专门的推车上，会有专人运到飞机上。凭海关盖完章的退税单到“TaxFree”的柜台拿现金，可以选择欧元、美元甚至是人民币。如果您有比较多的退税物品，最好早些到机场。另外手提行李中的退税物品要过了护照边检才能办理。

(资料来源：搜狐旅游，http://www.sohu.com/a/123452115_428151，内容有删减。)

英国退税攻略

英国主要是在同一地点购物满 30 英镑即可享受约 17.5%的退税，个人最高退税金额为 1000 英镑。虽然英国的退税支票无有效期，但也应尽快领取。海关盖章有效期是退税支票签发的 30 天内，因此在购买贵重物品如钟表、名牌服饰时，一定要咨询好相关政策。

在英国购物，一律要付 17.5%的增值税。所有欧盟以外的游客都可以在离境前申请退税。但是，你只能在购物三周内，离开欧盟(或英国)返回中国前，才能申请退税。服务性消费，比如餐厅用餐和酒店住宿的费用，不能申请退税。

在标有免税购物(TAXFREE SHOPPING)商店购物后，向商店索取一张退税单，同时要了解清楚该店的最低消费金额。在离开欧盟(或英国)，返回中国前，请向海关官员出示您购买的商品、收据和护照，让官员在您的收据上盖章。

温馨提示：要提前去机场，退税排队如果晚了，没有盖章是退不回来的，大多数是当时直接退现金给你，这样你在机场免税店直接就可以花掉，还有一部分是邮寄退税的，回国后 2～3 周，会退到你的信用卡里。退税公司主要的是四种，买东西的时候给的信封不同，同一个退税公司是同样的信封。如果购买贵重物品，比如商品名称写项链、手表之类，一定把商品放在外面，商品经过检查后才能退税，如果购买的是批量物品，退税的时候也要检查。

德国退税攻略

商店门口贴有“TaxFree”标识的，都可以提供退税服务。每个店允许退税的购物最低金额略有不同，退税的比例根据商品金额的高低也有不同，大约在 9%至 14%之间，金额越高、退税比例越高，详情请咨询营业员。有些百货商店，如 GALERIA Kaufhof 是统一开退税单的，请在购物结束后，将小票集中起来，到服务处开退税单。有些店开退税单的时候，可能需要护照。退税单请统一收好并填好，到机场海关盖章并领取退税金额。

德国的购物退税大多由 Global Blue 公司操作，也有部分品牌通过 Premier Tax Free 公司，两个公司在机场的窗口不同。这两个公司的具体退税金额表格和机场分布可以在它们的网站查询。

北京大学出版社版权所有 禁止转载



瑞士退税攻略

瑞士不属于欧盟，只要离开这里(无论陆路还是航空方式)去欧盟国家，就可以让海关盖戳退税。凡在离境瑞士前 30 天内单笔消费满 300 瑞士法郎都可以问店家索要退税单，在机场的 Refund Office 取回退税。

瑞士的消费税比欧洲其他国家要低很多(8%)，能退的部分很少，大概在 5%。退税的时候留下信用卡卡号，一般几个星期之内钱就会打到账号上。如果想拿现金的话，要被扣除 5 瑞郎的手续费。这是极少数欧洲机场才有的规定，苏黎世机场是其中之一。

西班牙退税攻略

居住地不在欧盟的游客在西班牙购物，可以要求退税。西班牙法律规定，要获得免税卡，游客同一天的购物额不能低于 90.15 欧元。

目前，在西班牙有三家公司被授权办理退税业务：

TAX FREE SHOPPING GLOBAL BLUE：www.globalblue.com

TAX FREE SPAIN REFUND：www.spainrefund.com

TAX FREE SHOPPING PREMIER：www.premiertaxfree.com

如果需要前往机场退税的话，尽量在航班起飞前 2.5 小时到达机场，以便有充足的时间找海关、退税银行和排队。

其他欧洲旅游国家可享受退税的最低金额

奥地利：75 欧元以上　　比利时：125 欧元以上　　捷克：2000 捷克克朗以上

丹麦：300 丹麦克朗以上　　芬兰：40 欧元以上　　希腊：120 欧元以上

荷兰：50 欧元以上　　匈牙利：48000 匈牙利福林以上

卢森堡：74 欧元以上　　挪威：315 挪威克朗以上

葡萄牙：61 欧元以上　　斯洛伐克：175 欧元以上　　土耳其：118 土耳其里拉以上

(资料来源：搜狐旅游，http://www.sohu.com/a/123452115_428151，内容有删减。)

北京大学出版社版权所有 禁止转载

Exercises

1. Complete the following dialogues and practice with your partner.

Setting A: A traveler can't find his passport.

T: Excuse me, could you help me?

A: ________________(1)________________ (好的，您有什么问题吗？)

T: Well, I was wondering if anyone has turned in a passport.

A: ________________(2)________________ (恐怕没有，您丢失了护照？)

P: I think so. I can't find it anywhere in my hotel room, and I remember I used it yesterday in this duty-free shop.

A: ________________(3)________________ (您是在免税店的具体哪个地方用的护照呢？)

P: In the suit-dress department. I had to show it to pay for these dresses with my traveler's checks.

A: ____________(4)____________ (好的，我给女装店打电话问问他们是否捡到一本护照。)

(A minute later)

A: ____________(5)____________ (抱歉，女装店也没有您的护照。)

T: Then what shall I do?

A: ____________(6)____________ (您填一下物品丢失报告单，我们会关注这件事的。)

Setting B: Miss Grey's bag is damaged.

A: ____________(1)____________ (早上好，小姐。我能为您效劳吗？)

Miss Grey: Sir, my bag has just come off the belt and I find it is damaged.

A: ____________(2)____________ (我对您的箱子受损感到很抱歉。请问您乘坐的是哪个航空公司的航班？)

Miss Grey: W Airline.

A: ____________(3)____________ (好的，您先填写一份破损行李报告单。)

Miss Grey: What are you going to do about my bag?

A: ____________(4)____________ (W 航空公司将负责在 3 天内修好您的箱子并送还给您。)In the unlikely event that your bag is irreparable, we will notify you immediately and offer you a new bag. Is that acceptable to you?

Miss Grey: Sorry, I can't leave my bag here for 3 days. I'll leave Beijing tomorrow.

A: ____________(5)____________ (这样的话，我们将付给您赔偿费。)

Miss Grey: All right.

A: ____________(6)____________ (请问您的箱子是多少钱买的？)

Miss Grey: US $50.

A: ____________(7)____________ (您有收据吗？)

Miss Grey: Yes, but I haven't got it with me.

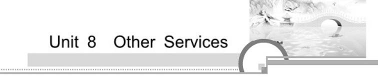
A: ____________(8)____________ (您的箱子破损不太严重，只是部分受损，我们付给您 25 美元作为赔偿费。) And with this money, you can buy a similar new suitcase here in China.

Miss Grey: OK. That's a deal.

2. Make dialogues with your partner according to the following situation given.

(1) Miss Brown has arrived in Shanghai from Demark, but her baggage has not arrived yet. After four days of waiting, she still hasn't got any information about her baggage. She goes to the Lost and Found Office again. She is angry and upset. The clerk is very patient and explains that

北京大学出版社版权所有 禁止转载



they will pay RMB ¥300 as compensation. She has no choice but to accept the payment.

(2) Mr. Baker has just arrived on Flight UN365. But his baggage is missing. He asks the clerk at the airport for help. The clerk helps him to find it at the baggage claim area.



Further Reading

How to Complain about Your Airline Service

Flying as an airline passenger is an often memorable experience, but there are times where the experience is memorable for all the wrong reasons: mechanical problems, poor service, bad food, lost luggage, or any of a number of other problems that result in a significant inconvenience or financial loss for the passenger. If you experience this kind of problem with your airline, you may want to deal with it by lodging a complaint with the airline or to one of the authorities that oversee air transportation.

Know the Rules

When you purchase a ticket, you and the airline have entered into a contract that covers many different situations that you may face during a flight. Each airline has a specific set of guidelines that are used for situations such as flight delays, overbooking, and lost or damaged luggage.

Dealing with a Problem Immediately (how and where)

Whenever you can identify a problem on the spot, your best option, will usually be to bring it to the airline's attention and give them a chance to resolve the issue. If you are at the airport, then contact the airline's customer service representatives, a manager, or some other employee who has the authority to immediately take care of your problem. If you are in flight, then contact the head flight attendant.

For example, if you are involuntarily bumped from your flight due to overbooking, you are typically eligible for some kind of compensation from the airline. If the airline makes an offer that is acceptable, take it. If not, make a counter offer. If you and the airline can come to an agreement on the counter offer, then everyone is happy. If can't be resolved on the spot, you should start document your experience, gather relevant information from the airline, and prepare to file a formal complaint with the airline. If your complaint involves a U. S. airline or involves an airline flight to or from the U. S., you can also Use the AirSafe.com Online Complaint Form and AirSafe.com will forward your complaint to the U. S. Department Transportation.

Understand Why You Are Complaining

After you have decided to gather information about your situation, but before you make that phone call or write that letter, you should take a bit of time and get to know a few basic things

北京大学出版社版权所有 禁止转载

about your particular circumstances:

- Why you are complaining?
- What situation caused you to complain and what people or organizations played a role in that situation?
- What are the things that you want to happen that will address the complaint?
- What should you reasonably expect as an outcome?

It may seem obvious to you why you want to complain and what you want to have happen, but you have to be very specific in a complaint to give yourself the best chance of success. If you are not able to come up with enough relevant details, it would be difficult for even a well meaning airline to be able to respond appropriately. One must also be reasonable when it comes to the expected outcome of your complaint. You should only expect compensation if the airline is obligated to do so. It is beyond the scope of this article to describe every kind of situation that may obligate the airline to compensate you. However, following the advice in this article will likely put you in a position to know if your complaint may also lead to some kind of compensation.

Complaining Basics

Taking the time to assess your situation at the beginning will make the rest of the complaint process as smooth as possible. That complaint process can be roughly broken down into the following sets of tasks: writing down the facts of the situation, understanding whether you have a reason to expect a response or compensation as a result of your complaint, and filing the complaint in the places where it can do the most good.

Writing Down the Relevant Details

If at all possible, you should take notes as soon as possible after you realize you are in a situation where you may want to complain to the airline. Much of the basic information, such as your flight number, or airport, is likely in your travel records. The most important details are the ones that directly relevant to your situation. If you were given substandard service by a flight attendant, that detail may be the name of a particular flight attendant. If your problem were a piece of checked luggage that was lost, then you would need any documentation that was associated with that lost bag.

One thing to remember is that you should stick to the factual, relevant, and verifiable information associated with your complaint. For example, claiming that a gate agent was rude, and charged you unnecessarily for an extra checked bag may be factual and verifiable, but discussing the inappropriate and rude behavior is not relevant if your objective is to be compensated for an inappropriate baggage charge.

Your efforts to document what happen will help you to address two fundamental issues: what is your specific complaint and what do you expect the airline to do about it.

北京大学出版社版权所有 禁止转载



Understand Your Situation

When you purchase a ticket, you and the airline have entered into a contract that covers many different situations that you may face during a flight, including situations that are common sources of complaints such as cancelled fights and lost luggage. No matter what the source of your complaint may be, you should make an effort to get from your airline documentation that provides the details of the agreement that they have with you. This is typically available from the gate agent or customer service office at the airport. While it may not answer all of your questions, it may tell you key bits of information such as what specific aspects of the agreement may have not been met or the address where you may send your complaint.

Keep in mind that if your complaint involves a potential civil or criminal lawsuit, that you will likely have to get professional legal advice to go forward. If it does not rise to that level, then you will likely be able to deal directly with the airline.

Filing a Formal Complaint

If immediate relief is not possible, then the complaint will likely take days or weeks to resolve since you will likely be making a formal contact with the airline. Be sure to keep track of any notes that you have made, all of your travel documents (ticket receipts, baggage check stubs, boarding passes, etc.), as well as receipts for any out-of-pocket expenses that you incurred.

While you may contact one or more airline officials by phone, your chance of getting any kind of resolution goes way up if you rely on written communication as your primary means of dealing with the airline. The following guidelines will also help to get the message across more effectively:

- If you send either a letter or an email, make sure that your message includes all available options for contacting you (phone number, fax number, email address, physical mailing address, etc.).
- Limit your initial message to maximum one page (roughly 250 words).
- Include all of the relevant information that the airline would need to understand your problem.
- If you incurred expenses or monetary losses, state the amount that you expect to be reimbursed.
- Be specific about the outcome that you want (reimbursement, other compensation, letter of apology, etc.).
- Keep your letter businesslike in tone.
- Focus on the facts, and provide specific information like dates, names, and flight numbers.
- Include the names of any employees who were rude or made things worse, as well as anyone who might have been especially helpful.

北京大学出版社版权所有 禁止转载

➢ Be reasonable in any demand that you may make.

If you follow these suggested guidelines, the airline will probably treat your complaint seriously. Your written communication with the airline will help the airline to determine what caused your problem, and may help the airline to prevent the same problems from happening to others.



湖南打造全国首个互联网+智慧机场

自从湖南机场与腾讯联手打造全国首个互联网+智慧机场集群以来，目前第一期长沙黄花机场平台开发已经完成。今日，长沙机场微信公众号(CSA96777)正式上线，网友可通过该平台办理预订机票、预约停车支付、微信值机、航班查询、机票预订、缤纷商城购物、停车预约、VIP 贵宾预约、大巴购票、失物招领、ibeacon 导航、720 度全景、微信卡券等功能。届时，旅客可以足不出户，享受互联网+机场带来的便捷。

打开长沙黄花机场官方微信，可以很清楚地看到新增了很多服务功能，包括微信支付、服务产品预定、机场一键导航、失物招领等。

北京大学出版社版权所有 禁止转载



旅客通过微信在自助值机柜台打印登机牌

微信支付功能

该功能包括微信购买机票、停车费、贵宾服务费、航站楼内餐饮费、书店支付等微信在线支付。旅客只需在微信中关联一张银行卡，并完成身份认证，即可将装有微信的智能手机变成一个全能钱包，可购买合作商户的商品及服务。目前已加入微信支付的商家有湖南特产店、林顿书屋、各类餐饮商家、各类时尚服装品牌店等 54 家门店，用户在支付时只



需在自己的智能手机上输入密码，无需任何刷卡步骤即可完成支付，整个过程简便流畅。

服务产品预定功能

旅客直接关注长沙黄花机场官方微信，进入“乐享服务”专栏，即可直接在线预订机场大巴、乐享贵宾服务及停车场预订服务，免去了旅客在现场排队等候的尴尬，为旅客争取了更多的可支配时间。另外，旅客还可以通过微信在线付款的形势进行支付，等到达消费现场以后，只需将手机拿出来与店铺工作人员进行扫码验证即可。

机场一键导航功能

离机场这么远，怎么去机场最快捷？机场这么大，我该去哪里办理乘机手续？去哪里坐车？我的车要停在哪里？很多对机场不熟的旅客肯定有过这样的困扰。现在，这些都不再是问题，旅客在关注机场公众服务号之后，选择“机场导航”功能，进入导航页面，地图服务就会告知旅客所在的位置，并提供完整的机场平面图。通过搜索功能，能够根据您所在的位置，为旅客智能生成精准的导航线路。

失物招领功能

该项功能是腾讯公司根据机场实际情况开发的一款丢失物品微信在线认领的服务功能，机场可以在微信公众号对丢失物品的特征情况进行文字和图片信息添加、修改、删除。基于此功能，机场拾取到旅客遗失的物品会在第一时间把失物信息发布到失物招领平台，旅客可以直接在该平台查找自己所遗失的物品信息。以前，旅客在机场遗失了物品必须到失物招领现场进行确认，如果没有找到那就白跑一趟，有了微信认领功能，旅客在手机上进行确认，再找时间到机场进行认领就可以拿回自己的遗失物品。

微信“摇一摇”功能

该项功能是一项综合性服务功能，通过微信周边的“摇一摇”软件入口开发的一套客户终端，为机场的终端客户提供关注机场公众服务号、定位服务、信息公告、航班查询、票务查询、公共交通、餐饮购物、旅游住宿八大功能服务。同时，机场也会在重要节日和运输旺季定期通过微信“摇一摇”的功能为旅客发放商铺的现金抵用券和折扣券，让旅客的满意“摇”出来。

微信商城功能

机场商圈内已有五十多家餐饮类、零售类商户全面开通了微信支付功能，建立了全新的长沙机场品牌营销新模式，也真正实现了旅客便捷、时尚、一站式服务，引领了时尚生活与愉悦旅途体验，将机场商业与移动互联网深度融合。现在用户可以直接进入黄花机场微信公众号，进入“美食体验”或“缤纷购物”选项，可以在离家的同时提前点单，目前玉楼东、火宫殿、金牛角以及各种咖啡屋的餐食都支持微信点单功能，为您节省点菜等候的时间；同时，您再也无需担心为了给亲朋好友带特产而到处奔波、微信商城陈列了上千种的当地特产，您只需点击预订，在机场提货即可。

北京大学出版社版权所有 禁止转载



全景漫游功能

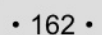
此次微信升级最酷炫的一项功能莫过于 720 度全景机场漫游功能了。旅客通过关注长沙机场官方微信，点击“玩转机场”，在机场导航栏中便可体验到该项功能。通过该功能，旅客坐在候机楼等待飞机的闲暇之余便可以通过手机将自己“放置”在虚拟的机场当中，不需要挪动一步便可以将机场所有的景象尽收眼底。

微信打印相机

微信打印机是一款全新的微信线下互动工具，旅客可以在线下关注微信打印机屏幕上的二维码，成为长沙机场官方微信公众平台的粉丝，然后通过将自己想要打印的照片发送到公众平台上，打印机就自动会打印出照片。这类小而美的体验可以让旅游有更多的线下体验。微信打印机放置地点：长沙黄花机场 T2 航站楼控制区内(多媒体体验区)摆放一台，以丰富体验区功能，不断提升服务品质；长沙黄花机场 T2 航站楼控制区外(值机岛)摆放一台，旅客可以打印个性化登机牌，以享受别致的乘机体验。

(资料来源：红网，http://jt.rednet.cn/c/2015/09/16/3794150.htm, 2015-09-16 11:45:39，有删减。)

北京大学出版社版权所有
禁止转载



APPENDIX

Appendix 1　机场常见图标



北京大学出版社版权所有
禁止转载

Appendix 2 机场主要设施与服务英语

Airport	飞机场
Alternate	备降机场
Control tower	指挥塔台
Emergency service	急救服务
Localizer	定位信标
Weather office	气象站
Runway	跑道
Taxiway	滑行道
Parking bay	停机位置
Maintenance area	维修区
Terminal building	候机楼
International departure building	国际航班出港楼
Seeing-off deck	送客台
Domestic departure lobby	国内航班出港候机厅
Cafe	咖啡室
Quarantine	检疫
The customs	海关
Emigration control	出境检查
Immigration control	入境检查
Departure lounge	出境旅客休息室/离港大厅
Arrival lounge	到达大厅
Transit lounge	过站大厅
Flight information board	航班信息显示板
Check-in counter	办理登机手续柜台
Transfer correspondence/desk	中转柜台
Carousel	行李传送带
Dispatch office	签派室
Police office	机场警务局
Escalator	自动扶梯
Elevator/lift	电梯
Moving walkway	自动步道

北京大学出版社版权所有 禁止转载

Air bridge	登机廊桥
Airport fire service	机场消防队
VIP room	贵宾室
Information office/counter	问询处
Freight building/cargo center	货运大厦/货运中心
Duty-free shop	免税商店
Imports shop	进口商品店
Entrance	入口
Exit	出口
Passenger route	旅客通道
Boarding gate	登机口
International arrival building	国际航班到楼
Taxi stand	出租汽车站
Domestic connection counter	国内线联运柜台
Hotel and limousine service	酒店及机场交通服务
Limousine stand	机场交通车站
Waiting room	候机室
Exchange and tax payment	现金兑换/付税处
Customs personnel	海关人员
Customs inspection counter	海关检查柜台
Baggage claim area	行李认领区
Plant quarantine	植物检疫
Animal quarantine	动物检疫
Connection counter	联运柜台
Security counter	安检柜台
Security check station	安全检查站
Passport control	护照检查柜台
Passenger bus	乘客班车
Passenger step	登机梯车
Tug	拖车
Emergency service vehicle	紧急救援车
Trunk	大箱子
Baggage check-in counter	行李过磅处

北京大学出版社版权所有 禁止转载



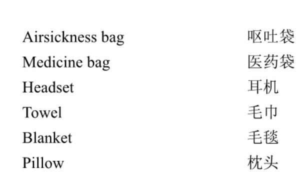
Appendix 3　机上常见英文标识

No smoking	禁止吸烟
Fasten seat belt	系好安全带
Occupied	(洗手间)有人
Vacant	(洗手间)没人
E=empty	空的
F=full	满的
Light	灯光
Entry	出口处
Work light	工作灯
Ground service	地面服务灯
Ceiling light	天花板灯
Window	窗户
Emergency exit	紧急出口

Appendix 4　机上常见用品英语

Extinguisher	灭火器
Portable oxygen bottle	手提氧气瓶
Life raft	救生筏
Life vest/jacket	救生衣
Oxygen mask	氧气面罩
First aid kit	急救箱
Escape slide	紧急滑梯
Escape rope	紧急用绳
Flashlight	电筒
Megaphone	扩音器
Smoke goggle	护目镜
Crash axe	紧急时用的斧子
Eye shade	眼罩
Garbage/litter bag	垃圾袋

北京大学出版社版权所有
禁止转载



Airsickness bag	呕吐袋
Medicine bag	医药袋
Headset	耳机
Towel	毛巾
Blanket	毛毯
Pillow	枕头


北京大学出版社版权所有
禁止转载